

Exhibit 13

From: Koch, Bryan
Sent: Monday, January 27, 2020 1:58 PM
To: Julia Tebor; Martin, Christopher L.; kmueller@stollberne.com; KDubanevich@stollberne.com; Tim DeJong; Michael Blatchley; Michael Mathai; gmfishbein@locklaw.com
Cc: wmcnab@winthrop.com; tcooke@winthrop.com; Gibbs, Patrick; Blair, Ryan; z/CTLSecMN
Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)
Attachments: In re CenturyLink Sec. Litig. - CenturyLink_s 1.27.20 Revised Search Criteria Protocol (2).XLSX

Julia,

Please see attached CenturyLink's response to Plaintiffs' proposed additions to CenturyLink's Search Criteria. We have accepted the majority of your proposed date adjustments and additional terms. Moreover, where CenturyLink previously agreed to include a custodian, we have accepted your proposed additions of those custodians to particular searches. For the twenty-six custodians for whom CenturyLink previously tested these terms, Plaintiffs' modifications yield an additional 120,000 documents for CenturyLink to review. Applying these terms and date ranges to the other custodial files will likely bring in many more documents. These additions alone comprise a substantial commitment on CenturyLink's part; combined with what CenturyLink previously agreed to, these Search Criteria will yield a document universe of well over one million documents. CenturyLink continues to reserve all rights if the Search Criteria, as proposed, turn out to yield substantially more document hits than expected for the custodial files CenturyLink has not yet tested.

CenturyLink views all of the custodians you highlighted in your January 10 and January 13 emails as duplicative and disproportionate to the needs of discovery in this case, especially considering the enormous burden CenturyLink has already agreed to undertake. However, in the interest of moving forward, CenturyLink will agree to add Kathleen Hardy, Tarry Shuell, Scott Welch, and Jennifer Martin for all searches Plaintiffs proposed. As for the other custodians you identified:

- **Mary Brewer:** Once again, CenturyLink has proposed several custodians who worked for CenturyLink's Customer Advocacy Group, each of whom likely had substantial exposure to the alleged customer complaints in which Plaintiffs have taken interest. Ms. Brewer's being deposed in the Minnesota case is not instructive because that case focused on low-level billing disputes, whereas Plaintiffs' primary allegations here are that CenturyLink's executives orchestrated a company-wide cramming scheme.
- **Melissa Harris:** Plaintiffs' assertion that Ms. Harris "worked on various fallout-related issue[s] and drafted various bulletins" overstates Ms. Harris' responsibilities and involvement in these issues. Ms. Harris testified that "[i]t was almost always the case that *someone else* would tell [her] to put something in" a bulletin. She also testified that she did not know how customer requirements for closers were determined, or the review process for any "fallouts" that occurred.
- **Marilyn Judish:** Plaintiffs' claim that the other HR custodians were not "in a position to receive complaints from CenturyLink employees" is at odds with their own Complaint. For example, Plaintiffs allege that HR custodian Faith Barela "received complaints from call center sales employees about the unreasonableness of sales goals," and was aware of alleged cramming issues. Plaintiffs further allege that Michelle Martin, another HR custodian, was aware of the extent to which employees failed to meet quotas, and that Ellie Long, yet another HR

custodian, had exposure to employees who allegedly “committed unethical sales behaviors” and said “they had to . . . in order to keep their jobs.” Ms. Judish is duplicative of these other HR custodians.

- **Chris Martin:** Plaintiffs’ assertion that Mr. Martin “was directly involved in cramming activities” lacks any citation or explanation. Numerous other custodians are likely to possess documents reflecting any “sales quotas.” Plaintiffs have not identified any particular reason to think that Mr. Martin would not be merely cumulative, considering the numerous other front-line sales custodians to which CenturyLink has already agreed.
- **Rich Martinez:** To the extent Plaintiffs believe Mr. Martinez “handled complaints to CenturyLink’s HR function. . . on behalf of union members,” CenturyLink has already proposed numerous other custodians, including HR custodians, and searches, that will likely yield any materials reflecting those alleged complaints.
- **Christopher Parker:** Plaintiffs’ main basis for arguing that Mr. Parker is a necessary custodian is the Minnesota AG’s misunderstanding of a purported “analysis” Mr. Parker ran as to Minnesota customers who had alleged “fixed price” plans. But as Mr. Parker explained in an affidavit in that case, Mr. Parker did not, and could not, determine whether any particular customer was in fact on a “fixed” promotional rate when they were charged an ICR Fee. Further, the potential relevance of the systems and technical implementation issues Plaintiffs identify is extremely low in a 10b-5 case.
- **Michael Wagner:** Plaintiffs offer no explanation for what “analyzing pricing information” means, other than the reports Wagner regularly circulated (which other agreed-upon custodians likely possessed), or why it is a “key issue” in this case. And Mr. Wagner is duplicative of numerous other more appropriate custodians with respect to “billing issues.”

Regarding the email address integrityline@centurylink.com, we do not agree that searching this account would be productive or proportional. CenturyLink has already proposed conducting numerous searches related to internal billing complaints, and included the custodians likely to receive such complaints. It is likely that any relevant or responsive emails for this address would be duplicative of the documents yielded by those searches; moreover, the majority of complaints to that address are likely to concern issues completely outside the scope of Plaintiffs’ complaint.

Regarding Stacey Goff, we continue to view Plaintiffs’ insistence on Mr. Goff as a custodian as patently unreasonable. Plaintiffs have pointed only to two ways in which Mr. Goff could conceivably have non-privileged, non-duplicative documents: CenturyLink’s investor relations and Plaintiffs’ allegations concerning Joseph Zimmer. First, the fact that investor relations broadly reported up to Mr. Goff is inconsequential—we have already proposed including Kristina Waugh, who we understand ran IR, and Tony Davis, another senior member of that team. And we have already agreed to run broad search terms regarding Mr. Zimmer for the entire class period across nine custodial files, including all of the Executive Defendants. Mr. Goff is exceedingly likely to be duplicative in both respects, and the burden of assessing and logging privilege as to Mr. Goff’s documents far outweighs any value.

Plaintiffs previously indicated they intend to move to compel production of Mr. Goff’s documents if the parties cannot reach agreement. While we continue to view this position as unreasonable, we are looking into whether there is any way to reach agreement and avoid the need to take up the Court’s time, and expect to get back to you by Wednesday.

Finally, please note that upon further review with our client, CenturyLink no longer possesses accessible custodial files for Nekida Williams or Nathan Tyree, each of whom departed prior to receipt of any legal hold.

We appreciate Plaintiffs’ responses and the substantial extent to which the parties have narrowed their disagreements, but the time has come to finalize these Search Criteria. To that end, CenturyLink has agreed to the majority of your proposed modifications, and we believe CenturyLink’s commitment to collect and review this very large universe of documents across many dozens of custodial files easily satisfies its requirements under Rule 26 for this case.

Best,
Bryan

Bryan Koch

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Sent: Monday, January 13, 2020 1:24 PM
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Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

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Bryan,

We disagree with your contention that these three custodians are not “likely to possess relevant, non-duplicative materials.” For example, Jennifer Martin was cited in the Minnesota Attorney General action as an individual whose documents and testimony supported allegations regarding CenturyLink’s predatory practices and the implementation of certain fees solely to bilk customers and generate revenue, which evidenced CenturyLink’s “bad faith” and justified the imposition of substantial civil penalties under Minnesota law. See CTLMNAG0220119 (“billing BPCR on more customers [so] we could get more \$\$.”); CLTMSEC00015386 at CTLMNSEC00015390 (email recommending BPCR as a gap closure). The self-serving affidavit from Martin cited in your email, which attempted (but utterly failed) to explain away her damning contemporaneous statements concerning CenturyLink’s billing practices that were covered in her deposition, was improperly introduced by CenturyLink in an attempt to counter the Minnesota Attorney General’s summary judgment motion in that case. It certainly does not provide any basis to exclude Martin as a custodian in this one. Please include Jennifer Martin as a custodian.

While we also disagree with your contentions as to Long and Von Ruden, in the spirit of compromise, and to facilitate an agreement on the other custodians listed in our previous email, we are willing to forgo the collection of their documents while reserving all rights.

Thanks,
Julia

From: Koch, Bryan <bkoch@cooley.com>
Sent: Friday, January 10, 2020 12:45 PM
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Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

[External]

Julia,

Thanks for your email. We are in the process of reviewing your proposed search term, custodian, and time period additions to CenturyLink's Search Criteria protocol, and expect to get back to you next week. We note that even "modest" proposed edits to search terms and time periods can take quite some time to assess, as they require us to reformulate numerous searches and reports in order to determine the burden those edits would entail. But to be clear, our assessment of your proposal will not prevent us from proceeding with the review as to the Search Criteria on which the parties have already agreed.

As for the three custodians you identified, who we unintentionally omitted from our previous email, we do not view any as likely to possess relevant, non-duplicative materials that would justify the burden of additional collections, searches, and review. In particular:

- **Dennis Long:** The emails CenturyLink has already produced to Plaintiffs that include Mr. Long typically include numerous other custodians, including multiple Executive Defendants, whose files CenturyLink has already agreed to review. In addition, CenturyLink's IT systems are of tangential relevance at best, and we have already targeted information related to those systems using various other custodians and searches.
- **Jennifer Martin:** It is clear from the Minnesota AG case that Ms. Martin did not have a significant level of responsibility at CenturyLink. For example, Ms. Martin explained in her affidavit in support of CenturyLink's motion for summary judgment that her role is merely to "implement[]" requests from Marketing."
- **Julie Von Ruden:** Ms. Von Ruden's customer-facing role is entirely duplicative of other custodians with similar roles, and of the numerous searches the parties have agreed to covering CenturyLink's customer service processes and practices.

We appreciate the parties' productive meet and confer on Wednesday and look forward to finalizing CenturyLink's Search Criteria protocol in the near future.

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Bryan,

As we noted on our call yesterday, we appreciate Defendants' efforts with respect to the search criteria and believe that we are very close to an agreement. However, there are still places in which Defendants' proposal is far too narrow and certain edits are required in order to identify highly relevant documents. To that end, we have made edits discussed below and believe that with these changes, we are in agreement.

We note that we have re-sorted the excel spreadsheet by "term" to alleviate confusion stemming from the fact that Defendants list the same search term in many different places in their counter proposal, but with different custodians and different dates. For example, the word "cram*" on its own accounted for 5 separate searches in your proposal, but with different (but overlapping) dates and custodians. We have simplified this proposal so that each search term is being searched for the same dates for all custodians.

Search Terms

While reserving all rights, Plaintiffs have made very modest changes to Defendants' search terms and have only done so where the proposed search terms were overly narrow or appeared to be missing from Defendants' proposal.

We also note that two rows of Defendants' search criteria contained no search terms or hit counts, but contained custodians and time periods (Rows 220 and 238 in Defendants' proposal).

Time Period

As discussed on the call, with regard to the proposed time period, Defendants' proposed dates for many of the terms were far too narrow. In the broadest of their proposed time periods, Defendants agreed only to search for documents two months before the Class Period and one and a half months after the Class Period. As stated previously, these time periods are overly narrow given that Plaintiffs must prove falsity and scienter with regard to the first alleged false statement on March 1, 2013 and given that facts supporting the alleged fraud continued to emerge long after the Class Period. For example, Defendants only agreed to search for the term "cram," a key term, through August 30, 2017 at the latest.

While we believe that generally Defendants' proposed time periods were overly narrow and that much longer time periods are warranted, we have methodically considered each term and have proposed a longer time period only where we believe a longer time period is absolutely required, which was generally in connection with terms related to Defendants' cramming practices or to loss causation. Additionally, while we initially proposed time periods for many of our terms from September 2012 to April 2018, reserving all rights, we have now narrowed even our broadest proposed time period to January 2013 to October 2017. We have done so in order to obtain a quick agreement between the parties and believe Defendants should have no further objections.

Custodians

First, we note that there were three custodians from Plaintiffs' proposed custodian list as sent on December 19, 2019 whom Defendants excluded from their search, but who were not included in the list of 29 proposed custodians that Defendants expressly addressed. Those individuals are: Dennis Long, Jennifer Martin, and Julie Von Ruden. Given the importance of these custodians, Plaintiffs assume that Defendants unintentionally failed to include the above in their search criteria and have added them into the relevant searches. Please let us know immediately if that is incorrect.

Second, we believe that certain custodians whose documents Defendants have already agreed to collect were missing from certain search terms. We have added those custodians where relevant.

Third, as we explained on the call and in our prior correspondence to you, we believe our initial and revised proposals of approximately 120 and 85 custodians, respectively, were eminently reasonable—and indeed modest, in comparison to other securities class actions like this one and given that Defendants cited 54 individuals on the initial disclosures for the Minnesota Attorney General case alone. While we acknowledge that Defendants' revised proposal of roughly 53

custodians represents a significant improvement over their initial offer of approximately 20 (which includes the named Defendants), as we have explained on numerous occasions, this case—in which there are six individual defendants, a corporate defendant with tens of thousands of employees, and a complaint containing allegations of nationwide misconduct over a five-year period and the accounts of 20 former employees—plainly requires more. Additionally, as Defendants are well aware, Judge Davis already found in its motion to dismiss decision that this was a widespread fraud involving multitudes of employees in numerous divisions throughout the company, including but not limited to sales, human resources, and customer service. Moreover, the documents for many of these custodians were already collected and reviewed in connection with the Minnesota AG action, which clearly shows their relevance.

Nonetheless, in the spirit of compromise and in the interest of reaching agreement to facilitate the timely review and production of documents in this case, we are willing to meet Defendants more than halfway between their latest proposal and ours. Specifically, while we continue to believe that all of the 29 custodians Defendants sought to remove from the search protocol in their January 7 email are proper custodians, we are seeking at this time that Defendants reinstate only the following 11:

1. **Brewer, Mary:** Defendants argue that Brewer is duplicative of other CAG custodians. However, we understand that Brewer was one of the senior members of CAG, investigated thousands of customer complaints, was responsible for authorizing credits of fees that were wrongly charged, and was subject to strict limitations on rebates she could apply to customers—all key topics in this litigation. Moreover, Brewer was a deponent in the Minnesota A.G. action, and testified about matters at the core of this case—including CenturyLink’s internet cost recovery fee, and related customer complaints. There is no basis to exclude Mary Brewer particularly given that she was already a custodian in the Minnesota AG action.
2. **Goff, Stacey:** Defendants argue that there is no basis to believe that Goff has non-duplicative, non-privileged documents. However, Goff held numerous non-legal roles directly relevant to the allegations in the complaint, including with respect to investor relations and as CenturyLink’s Chief Administrative Officer—*including with respect to the allegations concerning Joseph Zimmel and others that were alleged in our complaint and cited by the court.* We further note that we have already agreed to minimize any potential concerns regarding the burden of creating a privilege log by agreeing to forego John Helbling, Dan Hubert, and Chris Sullivan as custodians at this time.
3. **Hardy, Kathleen:** Defendants argue that Hardy is largely a “middle person” from her deposition testimony. But, Hardy was the lead trainer and maintained pricing information pertaining to promotions and offers, allegations critical to Plaintiffs’ claims.
4. **Harris, Melissa:** Defendants argue that deposition testimony shows she was a “middle person” without further explanation, but, among other things, Harris worked on various fallout-related issue and also drafted various bulletins on closers.
5. **Judish, Marilyn:** Defendants argue that Judish is duplicative of other Human Resources custodians. But, unlike other HR custodians Defendants propose, Judish was in a position to receive complaints from CenturyLink employees, including with respect to quotas, discipline, and cramming activities.
6. **Martin, Chris:** Defendants argue that Martin overlaps with other front-line sales custodians. However, Martin was directly involved in cramming activities, quota determination, and received communications specifically about cramming from other CenturyLink employees.
7. **Martinez, Rich:** Defendants misspell Martinez’s name as “Martines” and argue that Martinez overlaps with sales custodians. We believe that Defendants may be confusing Martinez with another employee given Martinez’s role with Communication Workers of America union, in connection with which he handled complaints to CenturyLink’s HR function about quotas, cramming, and other topics on behalf of union members.

8. **Parker, Christopher** Defendants claim that Parker's role at CenturyLink was "irrelevant to claims for the majority of Class Period." However, based on his deposition testimony, Parker was heavily involved in systems and implementation relating to the internet cost recovery fee and similar or related fees and is therefore uniquely positioned to possess discoverable information about such fees and CenturyLink's related technical systems. Indeed, at summary judgment, the Minnesota AG identified Parker as a key witness who provided critical testimony concerning the internet cost recovery fee that has resulted in millions of dollars in fines from state AGs.
9. **Shuell, Tarry:** Defendants agree that Shuell was at CenturyLink for less than one year of the Class Period. However, Shuell communicated about cramming and/or other sales and billing misconduct and played a significant role in training, which is central to allegations in the complaint. Moreover, Shuell's employment at CenturyLink for less than one year of the Class Period undercuts any burden argument.
10. **Wagner, Michael:** Defendants argue that Wagner's only relevance is the production of reports that went to CenturyLink's senior executives. Not so. Wagner was also involved in key issues including analyzing pricing information and billing issues and the process for supporting those issues.
11. **Welch, Scott:** Defendants argue that Welch is duplicative of Welch's supervisor, Lev Rejanovinsky. However, Welch met with Linda Olsen's team weekly and was included in meetings regarding employee terminations. In addition, documents produced in this case show that Welch was in charge of sales effectiveness metrics and disseminated relevant communications which were not necessarily copied to Rejanovinsky. See CTLMNSEC 00026059.

We note that, with respect to Stacey Goff, in light of his obvious and relevant non-legal senior roles, we intend to move to compel his documents if Defendants continue in their refusal to collect and review them. However, in order to comply with the Court's discovery schedule, any discussion regarding Mr. Goff's documents should not prevent Defendants from agreeing to and running the current set of search terms for the agreed-upon custodians.

Separately, through our review of documents produced in this action, it has come to our attention that CenturyLink maintained an email address for CenturyLink employees to submit integrity-related complaints: integrityline@centurylink.com. See CTLMNSEC 00132252. We ask that Defendants search this account for relevant documents and have added this email address to our revisions to the search term proposal.

As discussed on our call, we appreciate the parties' collaborative efforts to date. With the additional edits noted above and in the search criteria, we believe that Defendants should start collecting and producing documents based on the attached search criteria.

Thanks,
Julia

From: Koch, Bryan <bkoch@cooley.com>
Sent: Tuesday, January 7, 2020 6:16 AM
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Cc: wmcnab@winthrop.com; tcooke@winthrop.com; Gibbs, Patrick <pgibbs@cooley.com>; Blair, Ryan <rblair@cooley.com>; z/CTLSecMN <zCTLSecMN@cooley.com>
Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

[External]

Julia,

We write in response to your email dated December 30, 2019.

First, CenturyLink proposed reasonable request-specific search terms on November 13. We chose this approach to highlight the manner in which our searches were tailored to your specific requests. We did not expect Plaintiffs to wait the better part of a month before sending back an unworkable counterproposal that would have yielded tens of millions of documents having nothing to do with this case, proposing for each request literally hundreds of terms and thousands of permutations that obviate the point of a request-by-request approach. As for your revised counterproposal, Plaintiffs continue to misunderstand why their repetitive and duplicative terms are problematic: it is not that we are unable to deduplicate on the back end, but that we have to do many more multiples of work in order to test, provide you with responsive information, and incorporate your proposed terms on the front end. For example, we have no idea why Plaintiffs believe it is more productive to include the term “undisclosed” in thirty-nine different permutation sets than it is to search the word “undisclosed,” by itself, once. The latter approach would have saved all parties a great deal of time. Instead, your twenty-three thousand word proposal has created unique and enormous burden for us and wasted weeks.

To briefly respond to other points raised in your email:

- **Search Terms:** Plaintiffs have alleged that the Executive Defendants masterminded a company-wide “rampant illegal cramming” scheme, the nature of which was regularly disclosed to them in widely circulated reports. Plaintiffs’ proposed search terms, which would require CenturyLink to review every last crevice of its electronic databases, are entirely inconsistent with the alleged prevalence of such a scheme. Moreover, even your revised search proposal continues to demand of CenturyLink search permutations that are downright bizarre. A “narrowly tailored” search proposal, as required by the Court, would not include searches for all documents containing the words “service” and “guides” [Req. 28(a)], or “message board” and “information” [Req. 7(b)], or “reason” and “offer” [Req. 28(b)]. Plaintiffs’ proposals to date have completely ignored the Court’s instructions.
- **Time Period:** It is not CenturyLink’s burden to establish, for any particular request, why a time period extending more than a year in total outside of the Class Period is *not* relevant or proportionate; rather, Plaintiffs should articulate request-specific reasons why particular extensions are merited. You have offered only generic arguments to date. Moreover, your proposal belies your previous agreement to narrow the time period for certain requests. For example, Plaintiffs stated that it was “acceptable” for CenturyLink to keep the time period for Request No. 6 to the Class Period, and that they would only request documents outside of the Class Period “should that prove necessary.” Nov. 7 Ltr. from M. Blatchley to S. Lightdale at 2. Plaintiffs have offered no explanation for why such an extension has become “necessary” in the time between our November meet and confer and your December proposal.
- **Custodians:** Contrary to your representations, the “core of Plaintiffs’ allegations” remains the alleged scheme perpetrated by the six Executive Defendants. Your email identifies a few examples of other factual allegations that hardly support a fishing expedition into the custodial files of many dozens of CenturyLink employees who are unlikely to possess relevant, non-duplicative documents. As we explain below, we are willing to substantially broaden the number of custodians whose files we will review, but Plaintiffs’ proposal for eighty-five custodians is not merited by their allegations in this case. For example, for the reasons outlined below, the following custodians would add little value to this case while greatly increasing CenturyLink’s burden:
 - **Kristen Konecny:** Worked at CenturyLink for only 3 months of class period
 - **Stacey McDaniel:** Duplicative of his supervisor, James Stevenson, and his merely technical role is not relevant to the single request—internal reports of sales and billing complaints—for which he is named
 - **Cameron Tait:** Technical role is not relevant to the single request—internal reports of sales and billing complaints—for which he is named
 - **Bruce Hanks:** CenturyLink has no custodial files for board members

- **Mary Brewer:** Duplicative of other CAG custodians
 - **Kathleen Hardy:** Deposition testimony indicates Hardy was largely a middle person
 - **Stephanie Lake:** Duplicative of other CAG custodians, including supervisor Scott Belka
 - **Channing Williams:** Duplicative of other CAG custodians
 - **James DeNardo:** Duplicative of supervisor, Scott Trezise, and other HR custodians
 - **Marilyn Judish:** Duplicative of other HR custodians
 - **John Helbling:** No basis to believe Helbling, whose work is for CenturyLink's legal department, has non-duplicative, non-privileged documents
 - **Dan Hubert:** No basis to believe Hubert, as in-house counsel, has non-duplicative, non-privileged documents
 - **Stacey Goff:** No basis to believe Goff, as GC, has non-duplicative, non-privileged documents
 - **Chris Sullivan:** No basis to believe Sullivan, as in-house counsel, has non-duplicative, non-privileged documents
 - **Wesley Gibson:** Duplicative of supervisor, Maxine Moreau
 - **Melissa Harris:** Deposition testimony indicates Harris was a communications middle person
 - **Scott Besselièvre:** Duplicative of supervisor, Linda Olsen, and was only at CenturyLink for less than half of class period
 - **Tracy Fuson:** Joined CenturyLink in November 2016 and was present for less than one year of class period
 - **Geoff Gairrett:** Duplicative of supervisor, Karen Kroeger, and was only at CenturyLink for 1.5 years of class period
 - **Jared Guardipee:** Only at CenturyLink for 1.5 years of class period
 - **Chris Martin:** Overlap with other front-line sales custodians
 - **Rich Martines:** Duplicative of other sales custodians
 - **John Moore:** At CenturyLink for less than 1 year of class period
 - **Scott Welch:** Duplicative of supervisor, Lev Rejanovinsky
 - **Jay Kraschinsky:** Only at CenturyLink for 2 years of class period; duplicative of supervisor Linda Olsen
 - **Tarry Shuell:** At CenturyLink for less than 1 year of class period
 - **Vicki Lambert:** Deposition testimony indicates Lambert had no substantive input into promotions
 - **Mike Wagner:** Only potential relevance is production of reports that went to CenturyLink's senior executives, who are custodians
 - **Christopher Parker:** Role at CenturyLink was irrelevant to claims for majority of Class Period
- **Attorney Custodians:** Once again, you have only identified a single purportedly relevant and non-privileged email Stacey Goff received, and Glen Post was cced on that same email. Your assertion that the burden of logging likely thousands or tens of thousands of Mr. Goff's privileged communications is "minimal" on the basis of a single email for which he would be a duplicative custodian is completely unsupported. As described above, Plaintiffs have also included three other custodians from CenturyLink's legal department whose inclusion would be unnecessary and unduly burdensome to CenturyLink.

The attached spreadsheet reflects CenturyLink's revised Search Criteria proposal. As you can see, we have spent a great deal of time and effort determining how to incorporate as many of your tens of thousands of search words into our Search Criteria protocol as possible while avoiding the exceedingly undue burden to CenturyLink that Plaintiffs' counterproposal would have entailed. For those requests that could reasonably merit an extension of time outside of the Class Period, we have extended the search period accordingly. We also have nearly *tripled* the number of custodial files CenturyLink will commit to searching and reviewing to fifty-three. We have tested the attached proposal on approximately half of those fifty-three custodians, including all of the Executive Defendants. In total, the searches we have developed for these twenty-seven custodians would entail a review of approximately 840 thousand documents. Adding the remaining custodians will likely entail a review of well over 1 million documents. To the extent review of the untested custodial files indicates that these search terms generate disproportionately large hit counts for those custodians, CenturyLink reserves the right to revisit this proposal.

This review will come at significant additional cost to CenturyLink in terms of time, money, and human capital. While we explain our bases for excluding the other custodians who Plaintiffs proposed above, there is no basis for your demand that we provide a rationale for our “edits” as to each of your literally tens of thousands of search words, when Plaintiffs have undertaken no corresponding burden to explain them in the first place. As you will see, we have made a good-faith effort to include as many of those words as we possibly could. But given that the Court’s deadline for substantial completion is in less than two months, we must proceed with the huge review contemplated by this protocol at once, and we intend to do so. We note that we will be using Relativity’s active learning tool to aid our review and potentially save CenturyLink the time and expense of reviewing non-responsive documents. We are happy to discuss any specifics on Wednesday.

While we will of course answer any questions as to this revised proposal during our meet and confer, any significant changes would prejudice CenturyLink’s ability to provide timely discovery to Plaintiffs. We trust that during our discussion, Plaintiffs will keep in mind the great extent to which we have endeavored to incorporate the substance of their incredibly complex sixty-two page proposal. We look forward to speaking with you on Wednesday.

Best,

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From: Julia Tebor <Julia.Tebor@blbglaw.com>
Sent: Monday, December 30, 2019 6:18 PM
To: Koch, Bryan <bkoch@cooley.com>; Martin, Christopher L. <cmartin@cooley.com>; [kmueler@stollberne.com](mailto:kmueller@stollberne.com); KDubanevich@stollberne.com; Tim DeJong <TDeJong@stollberne.com>; Michael Blatchley <MichaelB@blbglaw.com>; Michael Mathai <Michael.Mathai@blbglaw.com>; [gmfishbein@locklaw.com](mailto:gfishbein@locklaw.com)
Cc: wmcnab@winthrop.com; tcooke@winthrop.com; Gibbs, Patrick <pgibbs@cooley.com>; Blair, Ryan <rblair@cooley.com>; z/CTLSecMN <zCTLSecMN@cooley.com>
Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

[External]

Bryan,

We write in response to your emails dated December 23 and 24, 2019.

As an initial matter, Defendants blame Plaintiffs for not discarding the “request by request” search term criteria that Defendants *themselves* created in favor of one list of search terms. If Defendants so desired that the search terms not be determined by Request, Defendants should have proposed this as an initial matter and are more than welcome to do so now. Please note, however, that given the functionality of modern document platforms, including Relativity, Defendants’ arguments regarding the purported burden of deduplicating are unpersuasive. Defendants can very easily collect documents and deduplicate across requests.

Search Terms: The parties continue to have a fundamental disagreement about the appropriate size of a document collection. As stated previously, Defendants’ proposal of approximately 79,000 documents is entirely too narrow, given the breadth of the alleged fraud at issue. To the extent that Defendants believe that certain proposed terms are overly broad, Defendants, not Plaintiffs, are solely in position of information regarding the breadth of those terms and the

number of documents collected by using such terms. To that end, Plaintiffs are entirely willing to negotiate regarding said search terms, but up to this point, Defendants have been unwilling to provide more than the minimal amount of input. We cannot negotiate search terms in a vacuum. To note, Defendants state below that the term “T&C*” does not work for Defendants’ Relativity process. While we understand from our litigation support team that such a term is searchable, we are willing to forgo this term while reserving all rights. Moreover, to the extent that Defendants argue that any other terms or strings of terms are problematic, they appear to have corrected such terms and were able to provide Plaintiffs with the number of search hits.

Time Period: With regard to the time periods, Plaintiffs continue to believe that the proposed time periods are entirely reasonable given, among other things, that facts concerning Defendants’ misconduct continued to emerge at least a year after the Class Period, as alleged in the Complaint and cited by the Court in denying Defendants’ motion to dismiss. As Plaintiffs told Defendants previously both during our December 17, 2019 meet and confer and in our December 18, 2019 email, Plaintiffs will consider any specific requests relating to time periods, but Plaintiffs have had no further communication from Defendants on this matter. Indeed, with regard to 9(c), the only specific Request to which Defendants objected, Plaintiffs took Defendants’ objections into consideration and changed their requested time period as a result. Merely repeating that reviewing documents a year outside of the Class Period would result in a substantial burden is unpersuasive and inconsistent with the relevant case law. See Plaintiffs’ December 16 Letter.

Custodians: Defendants’ arguments concerning Plaintiffs’ proposed custodians are similarly meritless. Merely stating that proposed custodians have similar roles does not mean that they would in any way be duplicative. And the three groups Defendants identify (customer advocacy group, sales representatives, and Human Resources) go to the core of Plaintiffs’ allegations. See, e.g., *In re CenturyLink Sales Practices & Sec. Litig.*, 403 F. Supp. 3d. 712, 720, 732 (member of Executive Complaints, now part of customer advocacy group, discussed cramming with Executive Defendants); 723-34 (members of human resources and sales representatives provided evidence of pervasiveness of cramming and aborted effort to curtail it). Defendants have not articulated a basis to exclude any specific custodian other than repeating their vague “burden argument.” This is clearly insufficient. Last, Defendants state that they ran the current search terms against 30 proposed custodians, but have not provided the identities of those custodians. Please provide the names of the custodians searched and the hit count per custodian, such that Plaintiffs can better understand any purported burden arguments.

With regard to attorney custodians, Plaintiffs took into account Defendants’ arguments regarding attorneys and is aware of only one proposed custodian in a legal role—Stacey Goff. As stated previously in our letter dated December 16, 2019, Mr. Goff had many non-attorney roles which were integral to the allegations in Plaintiffs’ complaint. Thus, any minimal burden of logging any privileged emails with Mr. Goff is outweighed by Plaintiffs’ need for said emails.

As Plaintiffs have done throughout the parties’ negotiations, we will consider in good faith Defendants’ objections. But in order for our discussions to be productive, if Defendants intend to provide a counterproposal, that proposal must (1) propose edits to the proposed search terms and provide an explanation of any such edits; (2) provide *specific* reasons why Defendants contend any custodians are duplicative; and (3) provide *specific* reasons why they believe a time period to be overly broad.

Thanks,
Julia

From: Koch, Bryan <bkoch@cooley.com>

Sent: Tuesday, December 24, 2019 2:11 PM

To: Julia Tebor <Julia.Tebor@blbglaw.com>; Martin, Christopher L. <cmartin@cooley.com>; [kmueler@stollberne.com](mailto:kmueller@stollberne.com); KDubanevich@stollberne.com; Tim DeJong <TDeJong@stollberne.com>; Michael Blatchley <MichaelB@blbglaw.com>; Michael Mathai <Michael.Mathai@blbglaw.com>; gfmfishbein@locklaw.com

Cc: wmcnab@winthrop.com; tcooke@winthrop.com; Gibbs, Patrick <pgibbs@cooley.com>; Blair, Ryan

<rblair@cooley.com>; z/CTLSecMN <zCTLSecMN@cooley.com>

Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

[External]

Julia,

Attached here are hit counts for Plaintiffs' proposed search terms for a subset of 30 custodians. The total deduplicated hit count is 2,158,028 documents, and 2,468,198 documents including families. As noted in my previous email, the total document count for the full custodian set would be substantially higher.

Best,
Bryan

Bryan Koch

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+1 516 637 0462 cell
+1 617 937 2400 fax
bkoch@cooley.com

From: Koch, Bryan

Sent: Monday, December 23, 2019 8:05 PM

To: 'Julia Tebor' <Julia.Tebor@blbglaw.com>; Martin, Christopher L. <cmartin@cooley.com>; [kmueler@stollberne.com](mailto:kmueller@stollberne.com); KDubanevich@stollberne.com; Tim DeJong <TDeJong@stollberne.com>; Michael Blatchley <MichaelB@blbglaw.com>; Michael Mathai <Michael.Mathai@blbglaw.com>; gfmfishbein@locklaw.com

Cc: wmcnab@winthrop.com; tcooke@winthrop.com; Gibbs, Patrick <pgibbs@cooley.com>; Blair, Ryan <rblair@cooley.com>; z/CTLSecMN <zCTLSecMN@cooley.com>

Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

Julia,

We are in receipt of your search criteria counterproposal for Plaintiffs' requests for production. Your demand that, within three business days, we inform you of or otherwise waive any objections to the nearly three hundred search strings and eighty-five custodians you propose is baseless, and continues a pattern of Plaintiffs imposing arbitrary deadlines that do not advance discovery in this case. Your demand is particularly unfortunate because we explained that we could process Plaintiffs' proposal much more quickly if Plaintiffs adopted global search terms, and Plaintiffs instead continued to opt for a Request-by-Request approach that is far more resource-intensive to review.

Nevertheless, following significant work over the weekend performed by our e-discovery vendor, we have completed an initial review of your proposal. It is problematic in numerous respects, almost all of which we highlighted in our previous letter:

- **Erroneous Search Terms:** We could not have been clearer during our meet and confer that Relativity will not process search strings exceeding 450 characters. Yet your proposals for Request Nos. 7(b), 7(d), 7(e), 11, 13(a), 23, and 25(a) each include one or more search strings that exceed this limit. Where possible, we have broken up and revised these search strings for the purpose of reporting hit counts. Various other searches had missing or misplaced parentheses, and we again corrected these strings for the purpose of reporting hit counts. In addition, the first search string you propose for Request No. 7(e) returns too many results for our systems to handle. We believe this is because of the inclusion of the term "T&C*"—Relativity processes ampersands as connectors, not searchable terms. Finally, the fifth search string you propose for Request No. 7(e) is in a syntactically invalid form (A w/25 B w/25 C).

- **Overbroad and Nonsensical Search Terms:** Plaintiffs continue to propose unhelpful and, at times, incoherent sets of search terms that have nothing to do even with their own overbroad requests, such as:
 - “Message board” and “information” (Request No. 7(b));
 - “Reason” w/50 “offer” (28(b));
 - “President” and “success” (38(d)).
- **Overlong Time Period:** Plaintiffs have failed to articulate request-specific rationale for why numerous searches should cover more than a year of time outside of the Class Period, which would result in substantial undue burden to CenturyLink.
- **Excessive Custodians:** Plaintiffs continue to insist on duplicative custodians, which would result in an unnecessary burden on CenturyLink. For example, Plaintiffs’ most recent custodian list includes at least six members of the Consumer Advocacy Group, five employees from the Human Resource department, and 24 sales representatives and/or managers.
- **Attorney Custodians:** Plaintiffs have articulated no reason why any of CenturyLink’s in-house counsel would possess a substantial number of non-privileged, non-duplicative documents, and there is no basis for searching their files, which would result in tremendous burden to CenturyLink in the form of privilege review and logging.

As we have explained in previous correspondence, the Court instructed Plaintiffs to craft “narrowly tailored” discovery. Plaintiffs’ proposal fails to adhere to this instruction. For illustrative purposes, we have run your proposed search criteria for approximately thirty of the eighty-five custodians you identified. These thirty custodians alone yielded a deduplicated total of nearly 2.5 million documents. The total document count for all eighty-five custodians would be substantially higher still. We expect to be able to forward a search-by-search hit count report by tomorrow.

A review of this magnitude is not warranted by the case as Plaintiffs have pleaded it, and vastly exceeds any notion of proportionality. However, in the spirit of cooperation, we will continue to evaluate Plaintiffs’ proposal and, given the holiday period, we expect to generate a revised counterproposal by the end of the next week.

Best,

Bryan Koch

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bkoch@cooley.com

From: Julia Tebor <Julia.Tebor@blbglaw.com>

Sent: Monday, December 23, 2019 5:19 PM

To: Martin, Christopher L. <cmartin@cooley.com>; [kmueler@stollberne.com](mailto:kmueller@stollberne.com); KDubanevich@stollberne.com; Tim DeJong <TDeJong@stollberne.com>; Michael Blatchley <MichaelB@blbglaw.com>; Michael Mathai <Michael.Mathai@blbglaw.com>; [gmfishbein@locklaw.com](mailto:gfishbein@locklaw.com)

Cc: wmcnab@winthrop.com; tcooke@winthrop.com; Gibbs, Patrick <pgibbs@cooley.com>; Blair, Ryan <rblair@cooley.com>; z/CTLSecMN <zCTLSecMN@cooley.com>

Subject: RE: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

[External]

Counsel,

We are in receipt of the letter you sent Friday evening. We note that we sent you proposed custodians and search criteria for Defendants’ document requests on December 9, 2019. Defendants then waited 11 days, until December 20--the Friday before the holidays--to respond, and now ask that Plaintiffs produce documents by Friday, January 3. Needless to say,

Defendants' timing is unreasonable. In any event, we have been working hard to satisfy Defendants' requests and expect to begin making rolling productions by that date, including the documents you requested be prioritized in your letter (such as documents cited in the complaint, the formation trust documents for AUFV Trust U/A/D 02/19/2009, and documents obtained through FOIA requests).

Separately, we note that we sent Defendants a revised search criteria counterproposal on December 18 and in our email stated that, if Defendants had any objections, we were available to meet-and-confer last Friday or Monday this week. We did not receive any response, and thus understand Defendants do not have any objections to Plaintiffs' counterproposal. If our understanding is incorrect, please let us know immediately. To the extent Defendants now believe a meet-and-confer is necessary, we are available at 3pm on Monday, December 30.

We are reviewing the remainder of Defendants' December 20 letter and will respond in due course. As noted, we are available to meet and confer on Monday, December 30, after we have any concluded any discussion concerning Plaintiffs' counterproposal.

Thanks,
Julia

From: Martin, Christopher L. <cmartin@cooley.com>

Sent: Friday, December 20, 2019 9:09 PM

To: kmueller@stollberne.com; KDubanevich@stollberne.com; Tim DeJong <TDeJong@stollberne.com>; Michael Blatchley <MichaelB@blbglaw.com>; Michael Mathai <Michael.Mathai@blbglaw.com>; Julia Tebor <Julia.Tebor@blbglaw.com>; gmfishbein@locklaw.com

Cc: wmcnab@winthrop.com; tcooke@winthrop.com; Gibbs, Patrick <pgibbs@cooley.com>; Blair, Ryan <rblair@cooley.com>; z/CTLSecMN <zCTLSecMN@cooley.com>

Subject: In re CenturyLink Sales Practices & Sec. Litig., No. 18-cv-296 (MJD/KMM)

[External]

Counsel,

Please see the attached letter.

Regards,

Chris

Christopher L. Martin, Jr.

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Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(gram OR decept OR decep OR decept OR decept OR fraud OR ghostbill OR "ghost bill" OR "lied" OR lying OR miscond* OR misled OR mislead* OR misquot* OR mis-quot* OR misrep* OR overbill* OR "over bill*" OR overcharg* OR "over charg*" OR "over-charge*" OR overpa* OR "over pay" OR over-pay OR slam* OR unapprov* OR unauthoriz* OR undisclos* OR unwanted* OR upsell*)			4/1/14 - 6/10/14			Eric Adams Debra DeLeon			3	3			6
"1 out of 5"			6/1/17 - 8/30/17			Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			1,791	4,107			9
"a lot of them weren't paying"			1/1/13 - 7/12/17			Exec. Defendants			0	0			93
"accused of running"			6/1/17 - 8/30/17			Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			55	60			10
"adding higher ARPU customer"			1/1/13 - 7/12/17			Exec. Defendants			0	0			96
"additional fees"			1/1/13 - 7/12/17			Exec. Defendants			4,018	9,687			53
"adopted written codes of conduct"			1/1/13 - 7/12/17			Exec. Defendants			40	80			99
("fraud report form" or analy* or audit* or exam* or evaluat* or investigat* or review* or study or summar*) w/10 (callback or "call back" or fallout or "fall out" or fraud* or "gap fill*" or "rev* gap" or inaccura* or "over_bill*" or "over charge*" or "over pay" or over-pay or unauthoriz* or refund* or RCC or "required call" or TPI)	("fraud report form" or analy* or audit* or exam* or evaluat* or investigat* or review* or study or summar*) w/50 (callback or "call back" or fallout or "fall out" or fraud* or "gap fill*" or "rev* gap" or inaccura* or "over_bill*" or "over charge*" or "over pay" or over-pay or unauthoriz* or refund* or RCC or "required call" or TPI)	Proposed search string is overbroad and unduly burdensome -- CenturyLink will use original proposed term	3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-7/12/17	Lorna Christian Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch Michael Wagner	Jennifer Martin Scott Welch Kathleen Hardy	69,441	120,043	72,216	125,174	216
"attract and retain customers"			1/1/13 - 7/12/17			Exec. Defendants			392	798			71
"attracting more high-value customers"			1/1/13 - 7/12/17			Exec. Defendants			5	14			77
((perform* or analy* or update* or data or track* or report*) W/5 (sale* OR revenue* or earning* or NPS or "new promoter scor*" or churn or attrit* or ARPU or ((gap OR rev*) w/5 (clos* OR fill*)))) AND (consumer* OR residential OR "small business" OR "small and medium business" OR "SMB")			3/1/13 - 7/12/17	1/1/13 - 7/12/17	1/1/13 - 7/12/17	Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch	67,774	112,196	69,222	120,135	138

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(complain* OR escalat* OR concern* OR hotline OR hot-line OR "message board" OR NOHD OR "national order help desk" OR tipline OR tip-line OR "town hall" OR roundtable OR round-table) w/25 ("over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz* OR RCC or "required call")	(complain* OR escalat* OR concern* OR hotline OR hot-line OR "message board" OR NOHD OR "national order help desk" OR tipline OR tip-line OR "town hall" OR roundtable OR round-table) w/50 ("over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz* OR RCC or "required call")	Proposed search string is overbroad and unduly burdensome -- CenturyLink will use original proposed term	3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Michael Wagner Kathleen Hardy	Scott Welch Kathleen Hardy	56,268	89,192	59,448	94,783	143
(analyst* OR media OR Jeffries OR Oppenheimer OR Barclays OR BMO or "Bank of America" OR Citigroup OR Cowen OR Deutsche Bank OR DB OR Gabelli OR Goldman OR "JP Morgan" OR JPMorgan OR Macquarie OR "Morgan Stanley") w/30 ("over bill*" OR "over charg*" OR "over pay" or over-pay or unauthoriz*)			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			48,322	76,432	51,879	83,546	45
"better quality customers"			1/1/13 - 7/12/17			Exec. Defendants			19	38			98
(revenue OR sale*) w/5 (decreas* OR increase* OR flatten* OR plateau* OR declin*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-7/12/17	Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch	Scott Welch	46,782	83,115	59,085	103,608	139
((project* OR estimat* OR target* or goal* or forecast* or quota* or target* or "development* plan") W/5 (sale* OR revenue* or earning* or NPS or "new promoter scor*" or churn or attrit* or ARPU or ((gap OR rev*) w/5 (clos* OR fill*)))) AND (consumer* OR residential OR "small business" OR "small and medium business" OR "SMB")			3/1/13 - 7/12/17	1/1/13 - 7/12/17	1/1/13 - 7/12/17	Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM	Scott Welch	45,379	87,643	49,278	94,817	129
("AG" OR "Attorney" General*" OR "BBB" OR "CID" OR "civil investigative demand" OR "FCC" OR "federal communications commission" OR "FTC" OR "federal trade commission" OR regulator* OR "request for production" OR SEC OR "Securities Exchange" OR "Securities and exchange" OR subpoena* OR "the state" OR RFP) AND (((accus* or complain* or fraud*) w/10 (sale* or bill*) or "fall out" or fallout or "gap fill*" or "rev* gap")			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.COM Michael Wagner Kathleen Hardy	Kathleen Hardy	43,596	79,452	48,230	92,372	255
(Nomura OR "Raymond James" OR UBS OR BBB OR "Better Business Bureau" OR "AG" OR "Attorney General" OR agency OR "FCC" OR Minnesota OR MN OR Arizona OR AZ) w/30 ("over bill*" OR "over charg*" OR "over pay" or over-pay or unauthoriz*)	(Nomura OR "Raymond James" OR UBS OR BBB OR "Better Business Bureau" OR "AG" OR "Attorney General" OR agency OR "FCC" OR Minnesota OR MN OR Arizona OR AZ) w/50 ("over bill*" OR "over charg*" OR "over pay" or over-pay or unauthoriz*)	Proposed search string is overbroad and unduly burdensome -- CenturyLink will use original proposed term	1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			35,951	60,951	39,798	68,400	46

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((sales w/3 (employee* or agent* or rep*)) or (customer* w/2 car*) or (customer* w/2 serv*) or retention or NOHD or vendor) w/5 (train* or guide* or manual* or policy* or procedure* or script* or bulletin or huddle or coach*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch Tarry Shuell	Scott Welch Tarry Shuell	27,987	63,551	29,149	66,378	326
("corrective action" OR "written up" OR "write up" OR strik* OR warn* OR reprimand* OR train* OR coach* OR script*) w/3 (pric* or "fee" or "fees" or offer*)			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch Tarry Shuell	Scott Welch Tarry Shuell	22,101	43,958	22,896	45,619	325
"calls per hour"			3/1/13 - 7/12/17			Linda Olsen Gloria Spencer			13	18			334

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
("corrective action" OR "written up" OR "write up" OR strik* OR warn* OR reprimand* OR train* OR coach* OR script*) w/25 ("fine print" or "terms and conditions" or "access recovery charge" or "all in price" or "all-in-price" or "extended area service charge" or "federal access charge" or "fixed rate" or "non-telecom service surcharge" or "price for life" or "non telecom service surcharge" or "price protect*")			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Melissa Harris Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M Tarry Shuell	Scott Welch Tarry Shuell	16,138	39,336	17,045	41,376	311
(disclos* or inaccur* OR miscommunicat*) w/5 (pric* or "fee" or "fees" or offer*)	(disclos* or inaccur* OR miscommunicat*) w/10 (pric* or "fee" or "fees" or offer*)	Proposed search string is overbroad and unduly burdensome -- CenturyLink will use original proposed term	3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Helser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch	16,096	31,408	17,513	34,184	239

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(complain* OR escalat* OR concern* OR hotline OR hot-line OR "message board" OR NOHD OR "national order help desk" OR tipline OR tip-line OR "town hall" OR roundtable OR round-table) w/25 (bundl* or "combo bill*" or inaccur* or disclos* or "door-to-door" or fraud* or "gap fill*" or "rev* gap")			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Michael Wagner Kathleen Hardy INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Kathleen Hardy	15,241	29,610	17,200	37,115	142
(disclos* or inaccur* OR miscommunicat*) w/25 ("fine print" or "terms and conditions" or "access recovery charge" or "all in price" or "all-in-price" or "extended area service charge" or "federal access charge" or "fixed rate" or "non-telecom service surcharge" or "price for life" or "non telecom service surcharge" or "price protect*" or (("one time" or "one-time") w/5 ("credit" or "charge" or "fee")))			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch	14,228	29,858	15,478	32,326	240

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(disciplin* or punis* or terminat* or fire or firing or fired) w/3 (pric* or "fee" or "fees" or offer*)	(disciplin* or punis* or terminat* or fire or firing or fired) w/10 (pric* or "fee" or "fees" or offer*)	(disciplin* or punis* or terminat* or fire or firing or fired) w/5 (pric* or "fee" or "fees" or offer*)	3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch	12,719	25,277	17,209	35,619	324
"code of conduct"			3/1/13 - 7/12/17			Kathy Flynn Linda Olsen Kathy Victory Faith Barela Eleanor Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Maxine Moreau	Marilyn Judish Rich Martinez INTEGRITYLINE@CENTURYLINK.CO M		6,385	14,509			7
"competition adding a lot of fees"			1/1/13 - 7/12/17			Exec. Defendants			3	5			86
key w/5 performance			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Melissa Harris Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	12,458	26,345	13,208	27,818	319
"consistent and sustainable revenues"			1/1/13 - 7/12/17			Exec. Defendants			0	0			79
"continue to positively impact"			1/1/13 - 7/12/17			Exec. Defendants			87	162			69
"creating value for that customer"			1/1/13 - 7/12/17			Exec. Defendants			13	15			60
"customer service and billing challenges"			1/1/13 - 7/12/17			Exec. Defendants			3	6			102
"customer-oriented sales, marketing and service"			1/1/13 - 7/12/17			Exec. Defendants			89	153			62
"dependable, paying customers"			1/1/13 - 7/12/17			Exec. Defendants			0	0			80
"discount initiative"			1/1/13 - 7/12/17			Exec. Defendants			63	93			55
"double that of what we're seeing"			1/1/13 - 7/12/17			Exec. Defendants			0	0			89
"enhance customer loyalty"			1/1/13 - 7/12/17			Exec. Defendants			104	164			68
"exposed to restrictions on our operations"			1/1/13 - 7/12/17			Exec. Defendants			339	923			111

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(complain* OR escalat* OR concern* OR hotline OR hot-line OR "message board" OR NOHD OR "national order help desk" OR tipline OR tip-line OR "town hall" OR roundtable OR round-table) w/25 ("fine print" or "terms and conditions" or "activation charge" or "access recovery charge" or "all-in price" or "all in price")			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Michael Wagner Kathleen Hardy	Scott Welch Kathleen Hardy	12,124	24,246	13,653	30,951	144
("AG" OR "Attorney General" OR "DOJ" OR "DO" OR "DOJ" OR "investigative demand" OR "FCC" OR "federal communications commission" OR "FTC" OR "federal trade commission" OR regulator* OR "request for production" OR SEC OR "Securities Exchange" OR "Securities and exchange" OR subpoena* OR "the state" OR RFP) AND ((disclos* OR represent* OR reveal* OR shar*) w/5 (didn* OR fail* OR weren* OR incomplete* OR "not complet*"))			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.COM Michael Wagner Kathleen Hardy	Kathleen Hardy	11,531	23,829	12,626	26,452	261
(employee or agent* or rep* or perform*) AND ((quota or threshold or ((goal or target or minimum or maximum) w/5 (sales or revenue))) w/5 (succeed* or fail* or succeed or "fail" short" or change* or adjust* or raise* or increas* or decreas* or improv* or amend* or modif* or updat* or revis* or institut* or alter* or reshap* or adapt* or rollout or "roll out" or roll-out))			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Kathy Flynn Linda Olsen Kathy Victory Faith Barela Eleanor Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Maxine Moreau	Marilyn Judish Rich Martinez INTEGRITYLINE@CENTURYLINK.COM		11,450	26,991	11,915	28,238	126
						Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch	Scott Welch	5	5			136
"feasibility report"			3/1/13 - 7/12/17			Exec. Defendants			68	219			94
"focus on high-value customers"			1/1/13 - 7/12/17			Exec. Defendants			161	299			97
"focus on improving our customer experience"			1/1/13 - 7/12/17			Exec. Defendants							
(analyst OR report* OR article OR media OR press OR publication OR news OR television OR broadcast OR radio OR UBS OR "JP Morgan" OR JPMorgan OR Barclay* OR Morningstar OR KGW OR K5 OR King5 OR Fox 31 OR KDVR OR "Star Tribune") w/25 (((fraud* OR integrity OR "over bill*" or "over charg*") or "over pay" or over-pay or unauthoriz*) w/25 (CTL or CenturyLink*))			1/1/16 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kristina Waugh Tony Davis Mark Molzen			10,195	15,382	23,855	40,518	243

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(disciplin* or punis* or terminat* or fire or firing or fired) w/25 ("fine print" or "terms and conditions" or "access recovery charge" or "all in price" or "all-in-price" or "extended area service charge" or "federal access charge" or "fixed rate" or "non-telecom service surcharge" or "price for life" or "non telecom service surcharge" or "price protect*")			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch		8,863	19,937	10,019	22,679	
"higher ARPU, lower churn"			1/1/13 - 7/12/17			Exec. Defendants			80	178			87
"improve customer retention"			1/1/13 - 7/12/17			Exec. Defendants			308	674			91
"improve our broadband growth"			1/1/13 - 7/12/17			Exec. Defendants			38	83			83
("AG" OR "Attorney* General*" OR "BBB" OR "CID" OR "civil investigative demand" OR "FCC" OR "federal communications commission" OR "FTC" OR "federal trade commission" OR regulator* OR "request for production" OR SEC OR "Securities Exchange" OR "Securities and exchange" OR subpoena* OR "the state" OR RFP) AND ((promo* OR quot* OR offer*) w/5 "not available")			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.COM Michael Wagner Kathleen Hardy		8,800	19,337	9,975	23,836	258
upsell*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heldi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Michael Wagner Stephanie Polk Rich Martinez Scott Welch Gloria Spencer	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	8,210	17,743	9,084	19,574	211
("AG" OR "Attorney* General*" OR "BBB" OR "CID" OR "civil investigative demand" OR "FCC" OR "federal communications commission" OR "FTC" OR "federal trade commission" OR regulator* OR "request for production" OR SEC OR "Securities Exchange" OR "Securities and exchange" OR subpoena* OR "the state" OR RFP) AND ((agree OR approv* OR ask* OR autoriz* OR confirm* OR consent OR want*) w/5 (didn* OR fail* OR weren*))			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.COM Michael Wagner Kathleen Hardy		7,577	16,466	8,293	17,945	260
"keep the customers we have"			1/1/13 - 7/12/17			Exec. Defendants			1,128	2,303			84

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	7,564	14,642	8,524	16,916	206
overpa*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants			3	5			88
"less loyal than our traditional bundled customers"			1/1/13 - 7/12/17			Exec. Defendants			6	8			85
"less proclivity to churn"			1/1/13 - 7/12/17			Exec. Defendants							
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	7,413	14,837	8,221	16,405	197
mislead*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17								

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order			
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Lesh Nicole Hendrix										
cram*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Lorna Christian	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	7,295	13,939	8,474	16,314	213			
						Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth										
(sav* w/5 sale)			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM M	Scott Welch	7,057	8,501	7,320	8,962	183			

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order		
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix									
miscond*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Lorna Christian	Stephanie Polk	Stephanie Polk	6,902	16,145	8,102	18,617	195		
"little impact on revenue"			1/1/13 - 7/12/17			Exec. Defendants			14	33			82		
"maintain customer relationships"			1/1/13 - 7/12/17			Exec. Defendants			53	123			67		
"many of customers' list of needs"			1/1/13 - 7/12/17			Exec. Defendants			6	21			74		
"meet and exceed our customers' expectations"			1/1/13 - 7/12/17			Exec. Defendants			6	26			103		
"meet the needs of our customers"			1/1/13 - 7/12/17			Exec. Defendants			490	982			61		
"meeting customer care needs"			1/1/13 - 7/12/17			Exec. Defendants			73	141			63		
"middle of that pivot"			1/1/13 - 7/12/17			Exec. Defendants			3	5			92		
							Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Michael Wagner Stephanie Polk Rich Martinez Scott Welch								
upsell*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen		Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	6,658	14,145	8,021	17,121	40		
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth									
upsell*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17		Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Michael Wagner Stephanie Polk Rich Martinez Scott Welch Gloria Spencer		6,658	14,145	9,059	19,490	164		

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"missing discount"			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Ellie Long Jennifer Martin Chris Martin Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Marilyn Judish Mary Brewer Melissa Harris Rich Martinez Scott Welch Stephanie Polk	Ellie Long Jennifer Martin Gloria Spencer Scott Welch Stephanie Polk	30	130			201
mislead*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	6,351	12,591	6,765	13,538	26
mislead*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	6,351	12,591	8,583	18,898	150
"mitigate some of the churn"			1/1/13 - 7/12/17			Exec. Defendants			55	151			81

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	5,989	12,363	6,924	14,483	200
misrep* "not intended to suggest"			3/1/13 - 7/12/17 1/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch	Scott Welch	74 5,974 309	85 14,518 612	6,924 6,882	14,483 16,886	113 130 112
"number is the number" "obtain and maintain certificates of authority or licenses"			3/1/13 - 7/12/17 1/1/13 - 7/12/17	1/1/13 - 10/12/17	1/1/13 - 10/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	5,764	9,222	6,414	10,442	207
slam*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Lorna Christian	Scott Welch	Scott Welch	5,764	9,222	6,414	10,442	207

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"revenue assur**"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M Micheal Wagner Kathleen Hardy	Jennifer Martin Scott Welch Kathleen Hardy	5,731	11,975	6,420	13,345	218
((sales w/5 employee*) or ("customer care" w/5 employee*) or ("customer service" w/5 employee*) or (retention w/5 employee*) or (sales w/5 agent*) or (customer w/5 agent*) or (customer w/5 rep*) or (NOHD w/5 employee*) or (NOHD w/5 agent*)) w/10 (perform*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Faith Barela Eleanor Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Maxine Moreau	Leigh Hyslop Robert Eaton Robert Morton Nekida Williams Marilyn Judish Rich Martinez INTEGRITYLINE@CENTURYLINK.CO M	Leigh Hyslop Robert Eaton Robert Morton	5,529	17,922	5,958	19,261	123
cram*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Dennis Long INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	5,305	9,807	6,460	12,421	42
"our customers value the convenience"			1/1/13 - 7/12/17			Exec. Defendants			99	187			66

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
cram*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	5,305	9,807	11,587	22,250	166
((investor* w/5 (relations OR personnel OR communications)) OR PR OR "public relations" OR "Joele Frank" OR JF OR @joelefrank.com) w/30 ("over bill*" OR "over charg*" OR "over pay" or over-pay or unauthoriz*)			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			5,272	9,303	5,991	10,497	47
overpa*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	5,253	11,017	5,979	12,427	35

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
overpa"			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	5,253	11,017	7,099	17,846	159
"pip"			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	14,007	29,287			317
"pretty good methodology"			1/1/13 - 7/12/17			Exec. Defendants			7	12			73
"prevent that churn event"			1/1/13 - 7/12/17			Exec. Defendants			3	5			95
"price increase"			1/1/13 - 7/12/17			Exec. Defendants			4,021	7,804			56
"process changes can improve the customer experience"			1/1/13 - 7/12/17			Exec. Defendants			4	4			105

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M						
"promise tracking tool"			3/1/13 - 7/12/17					Scott Welch	475	1,067			318
"promote long-term relationships"			1/1/13 - 7/12/17			Exec. Defendants			286	780			70
"provide each customer with a fair and quick resolution"			1/1/13 - 7/12/17			Exec. Defendants			2	2			107
"provide the best possible experience"			1/1/13 - 7/12/17			Exec. Defendants			40	47			106
"real stable revenue"			1/1/13 - 7/12/17			Exec. Defendants			4	7			76
(CAG or "customer advocacy group" or "consumer advocacy group" or CEG or "consumer escalation group" or "customer escalation group") w/25 ("over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz* or RCC or "required call")			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer Michael Wagner Kathleen Hardy INTEGRITYLINE@CENTURYLINK.CO M	Kathleen Hardy	5,082	7,543	6,005	10,791	265
						Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Leigh Hyslop Robert Eaton Robert Morton Nekida Williams Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M Micheal Wagner Kathleen Hardy	Leigh Hyslop Robert Eaton Robert Morton Scott Welch Kathleen Hardy					
"revenue assurance"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17				4,955	10,589	5,776	12,115	134
"revenue per call"			3/1/13 - 7/12/17			Linda Olsen Gloria Spencer			2	4			333
"revenue per hour"			3/1/13 - 7/12/17			Linda Olsen Gloria Spencer			1	3			335
"revenue per order"			3/1/13 - 7/12/17			Linda Olsen Gloria Spencer			2	6			332
"revenue per unit"			1/1/13 - 7/12/17			Exec. Defendants			619	1,565			52
cram*			1/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants			4,939	9,176	5,495	10,251	58

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
unwant*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Michael Wagner Stephanie Polk Rich Martinez Scott Welch Gloria Spencer	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	4,865	7,564	5,432	8,897	210
miscond* "revenue stability"			1/1/13 - 8/30/17 1/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	4,855 2,036	10,965 4,237	5,440	12,361	24 54
"save by selling" "select increase"			3/1/13 - 7/12/17 1/1/13 - 7/12/17			Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM M Scott Welch		6 3	24 7			133 57

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order		
						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young									
"service order quality report"			3/1/13 - 7/12/17				Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	0	0				315	
"solid year-over-year growth"			1/1/13 - 7/12/17			Exec. Defendants			6	12				75	
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk								
miscond*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Ryan Wirth	Stephanie Polk	Stephanie Polk	4,855	10,965	5,974	13,964		148	
"strategy to reduce access line loss"			1/1/13 - 7/12/17			Exec. Defendants			28	58				64	
"substantial costs and limitations"			1/1/13 - 7/12/17			Exec. Defendants			309	612				114	
"terms were fully disclosed"			1/1/13 - 7/12/17			Exec. Defendants			0	0				109	
"tightening our credit policies"			1/1/13 - 7/12/17			Exec. Defendants			22	47				78	
						Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch	Scott Welch	1,104	3,145			135		
"variance analys**"			3/1/13 - 7/12/17												
"very, very significant churn rate"			1/1/13 - 7/12/17			Exec. Defendants			4	7				90	
"violate any applicable standard"			1/1/13 - 7/12/17			Exec. Defendants			0	0				110	
"we compete in a maturing market"			1/1/13 - 7/12/17			Exec. Defendants			151	359				72	
"we take any complaint seriously"			1/1/13 - 7/12/17			Exec. Defendants			20	29				104	

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(share* OR stock* OR "**CTL") w/30 (drop* OR declin* OR fall* OR loss OR fluctuat* OR mov* OR plateau OR valu*)			6/1/17 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			4,822	8,401	138,206	217,287	8
overpa*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treize Kim Frantz	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	4,806	9,360	10,578	21,552	284
decep*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	4,764	6,634	5,258	7,660	215

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
undisclos*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch Gloria Spencer	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	4,639	6,902	4,984	7,461	209
slam*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	4,542	7,003	5,149	8,084	36
slam*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	4,542	7,003	8,501	16,419	160

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
undisclos*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	4,479	6,565	4,627	6,832	38
undisclos* slam*			3/1/13 - 7/12/17 1/1/13 - 7/12/17	1/1/13-10/10/17 1/1/13-10/10/17	1/1/13-10/10/17 1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch Gloria Spencer	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	4,479 4,423	6,565 6,835	4,795 4,617	7,180 7,123	162 59
miscond*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	4,377	10,673	9,546	24,511	273
("AT&T" w/10 settl*)			10/7/14 - 12/7/14			Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Tony Davis Kristina Waugh Mark Molzen	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.COM		108	126			141

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
decep*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	4,334	5,632	4,570	6,294	44
decep*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	4,334	5,632	5,946	11,709	168
unwant*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Michael Wagner Stephanie Polk Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	4,219	6,837	4,399	7,772	39

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
("QA" or "Quality Assurance") w/10 (end or clos* or chang* or stop)			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	5,202	16,019			297
("QA" or "Quality Assurance") w/25 (rules or polic* or purpose or responsib* or mandate or charter or mission or assign*)			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	6,682	19,918			294

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
("QA" or "Quality Assurance") w/50 (terminat* OR eliminat* OR demis* OR dismantl* OR "shut* down" OR "grave concerns" OR "in-house")			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch	2,080	8,200			296
((((consumer OR business OR enterprise OR SMB) w/30 (segment* OR organiz* OR reporting))) w/30 (align* OR restructur* OR realign* OR renam* OR reassign* OR "re-assign**" OR structur*))			9/1/14 - 3/15/15			Exec. Defendants Jantzen Hughes Maxine Moreau Chris Young			2,346	4,996			337
((((consumer OR business OR enterprise OR SMB) w/30 (segment* OR organiz* OR reporting))) w/30 (align* OR restructur* OR realign* OR renam* OR reassign* OR "re-assign**" OR structur*))			12/1/16 - 11/30/17			Exec. Defendants Jantzen Hughes Maxine Moreau Chris Young			3,274	5,715			339
((((consumer OR business OR enterprise OR SMB) w/30 (segment* OR organiz* OR reporting))) w/30 (align* OR restructur* OR realign* OR renam* OR reassign* OR "re-assign**" OR structur*))			7/1/17 - 4/1/18			Exec. Defendants Jantzen Hughes Maxine Moreau Chris Young			1,214	1,970			340
((accus* OR agree OR approv* OR ask* OR authoriz* OR confirm* OR consent OR choice OR choos* OR chose OR want*) w/10 (didn* OR fail* OR weren* OR without))			4/1/14 - 6/10/14			Eric Adams			0	0			5
((accus* OR agree OR approv* OR ask* OR authoriz* OR confirm* OR consent OR choice OR choos* OR chose OR want*) w/10 (didn* OR fail* OR weren* OR without)) AND (adams OR "EA")			4/1/14 - 6/10/14			Clay Bailey Jim Schmidt Brian Stading			33	61			3
unwant*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Stephanie Polk Rich Martinez Scott Welch Gloria Spencer	Jennifer Martin Mary Brewer Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	4,219	6,837	7,031	13,690	163

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
misrep*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	4,186	8,494	4,830	9,973	29
((change* or declin* or increas* or improv* or gain* or loss* or fall* or exceed* or crash* or decreas* or down or fell or reduc*) w/5 (sale* OR revenue* OR expense* or earning* or ((stock or share*) w/3 perform*))) and (consumer OR residential OR "small business" OR "small and medium business" OR \$MB)			1/1/14 - 3/31/16			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Trezise			32,860	60,075			128
((disclos* OR inform* OR represent* OR reveal* OR sale OR sell* OR shar* OR tell*) w/10 (didn* OR fail* OR weren* OR incomplete* OR "not complet*"))			4/1/14 - 6/10/14			Eric Adams			0	0			4
((disclos* OR inform* OR represent* OR reveal* OR sale OR sell* OR shar* OR tell*) w/10 (didn* OR fail* OR weren* OR incomplete* OR "not complet*")) AND (adams OR "EA")			4/1/14 - 6/10/14			Clay Bailey Jim Schmidt Brian Stading			18	35			2
((expense* OR cost*) AND segment) AND (*assign* OR distribut* OR spread* OR bucket* OR aggregat* OR categor* OR \$18M* OR \$20M* OR "\$18 million" OR "\$20 million")			12/1/13 - 5/31/14			Exec. Defendants Jantzen Hughes Maxine Moreau Chris Young			4,679	9,361			336
((expense* OR cost*) AND segment*) AND (assign* OR distribut* OR spread* OR bucket* OR aggregat* OR categor* OR \$13M* OR \$15M* OR \$53M* OR \$55M* OR "\$13 million" OR "\$15 million" OR "\$53 million" OR "\$55 million")			12/1/15 - 11/30/16			Exec. Defendants Jantzen Hughes Maxine Moreau Chris Young			6,046	11,780			338
((integrat* OR combin* OR implement* OR chang* OR modif*) w/10 ("Level 3" OR "L3" OR "Level3" OR "Qwest" OR "Embarq")) AND (application* OR process* OR system* OR CPlus OR "c+" OR "C Plus" OR CRIS OR database OR EINSTEIN OR IREP OR ORKO OR OQM OR OSCAR OR PATS OR PEGA OR QBAT OR QFINIT* OR Q-FINIT* OR ROMS OR RSOE OR Salesforce OR SIMON OR "order accuracy report")			3/1/13 - 7/12/17			Faith Barela Lorna Christian Kathy Flynn Michelle Martin Maxine Moreau Linda Olsen Annette Sligar Scott Trezise Kathy Victory Stephanie Polk	Dennis Long Marilyn Judish Rich Martinez INTEGRITYLINE@CENTURYLINK.COM		26,978	50,739			347
misrep*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth			4,186	8,494	6,581	13,822	153
((KING* OR K5) AND Coppersmith) AND (customer* AND complaint*)			1/1/16 - 7/12/17			Exec. Defendants Kristina Waugh Tony Davis Mark Molzen			3	3			247

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
cram*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizise Kim Frantz	Dennis Long INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	3,884	8,307	11,399	25,406	291
("circle of excellence" OR "COE" OR "top seller" OR "top 1%") w/25 (investigat* OR disciplin* OR sanction* OR reprimand* OR terminat* OR "corrective action" OR accus* OR fraud* OR integrity OR "over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz*)		("circle of excellence" OR "COE" OR "top seller" OR "top 1%") w/30 (investigat* OR disciplin* OR sanction* OR reprimand* OR terminat* OR "corrective action" OR accus* OR fraud* OR integrity OR "over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz*) *Note: original proposal erroneously stated "w/25"; search was conducted "w/30"	3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Defs. Annette Sligar Faith Barela Kathy Flynn Ellie Long Michelle Martin Scott Treizise Kim Frantz	Marilyn Judish Rich Martinez INTEGRITYLINE@CENTURYLINK.CO M		3,753	7,760	3,944	8,017	268
((sale* or revenue*) w/3 (quota or target* or projection or threshold)) AND (consumer OR residential OR "small business" OR "small and medium business" OR SMB)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch	16,121	36,160			237

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
waiv* w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	3,716	8,549	3,914	8,941	186
mislead*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treize Kim Frantz	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	3,668	7,871	8,739	20,041	275
"lied"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	3,529	4,812	3,909	5,469	193

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("QA" or "Quality Assurance") w/10 ("over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz* QFINIT* or Q-FINIT* or bonus* or incentiv* or (compensa* w/5 (employee* or agent* or rep*)) or (pay* w/5 (employee* or agent* or rep*)) or target or quota or threshold or goal)	("QA" or "Quality Assurance") w/25 ("over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz* QFINIT* or Q-FINIT* or bonus* or incentiv* or (compensa* w/5 (employee* or agent* or rep*)) or (pay* w/5 (employee* or agent* or rep*)) or target or quota or threshold or goal)	("QA" or "Quality Assurance") w/15 ("over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz* QFINIT* or Q-FINIT* or bonus* or incentiv* or (compensa* w/5 (employee* or agent* or rep*)) or (pay* w/5 (employee* or agent* or rep*)) or target or quota or threshold or goal)	3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Treizse Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM	Scott Welch	3,474	11,133	4,764	14,924	295
((strategy OR plan OR policy OR approach OR tactic) W/10 (broadband OR BB OR HSI OR "high speed internet" OR "high-speed internet" OR "highspeed internet" OR television OR bundl* OR "add-on" or "addon" OR (add w/3 fee))			10/1/13 - 4/1/15			Exec. Defendants Kathy Flynn Kathy Victory Brian Stading Linda Olsen			10,391	19,339			346
("annual report" OR "press statement" OR conference OR "investor call" OR "analyst call" w/25 ((customer w/3 (first OR focus OR care OR needs OR experience OR demand)) OR bundl* OR ARPU OR "revenue per unit" OR "additional fees" OR "revenue stability" OR "discount initiative" OR "price increase" OR "select increase")			1/1/13 - 7/12/17			Exec. Defendants			2,601	4,496			115
("AT&T" w/25 (FTC or "Federal Trade Commission"))			10/7/14 - 12/7/14			Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Tony Davis Kristina Waugh Mark Molzen			75	80			140
("average revenue per user" OR "ARPU") W/25 (analy* OR track* OR assess* OR report* OR review* OR monitor* OR determin* OR compris* OR calculat*)			3/1/13 - 7/12/17			Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Scott Welch	4,957	10,205			137
slam*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Scott Welch	3,460	6,578	8,843	18,139	285

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(Minn* or MN or Arizona or "AZ") w/5 (AG or "A.G." or "Attorney* General*")			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			3,288	5,732	3,935	7,281	48
((sales w/5 employee*) or ("customer care" w/5 employee*) or ("customer service" w/5 employee*) or (retention w/5 employee*) or (sales w/5 agent*) or (customer w/5 agent*) or (customer w/5 rep*) or (NOHD w/5 employee*) or (NOHD w/5 agent*)) w/10 (review*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Faith Barela Eleanor Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Maxine Moreau	Leigh Hyslop Robert Eaton Robert Morton Nekida Williams Marilyn Judish Rich Martinez INTEGRITYLINE@CENTURYLINK.CO M	Leigh Hyslop Robert Eaton Robert Morton	3,180	8,523	3,437	9,831	124
upsell*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Michael Wagner Stephanie Polk Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	3,179	7,261	9,656	23,479	289
"Iied"			1/1/13 - 8/30/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	2,989	3,910	3,339	5,103	22
"Iied"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	2,989	3,910	4,787	9,442	146

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order			
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix										
lying			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	2,964	4,488	3,216	5,318	194			
						Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk								
misrep*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Kim Frantz	Scott Welch	Stephanie Polk	2,910	6,376	8,143	19,173	278			
						Kathy Flynn Linda Olsen Kathy Victory Faith Barela Eleanor Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz	Chris Martin INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Marilyn Judish Rich Martinez Scott Welch	Jennifer Martin Scott Welch								
((adjust* w/5 (pric* or bill*)) OR ((custom* or pric* or bill*) w/5 credit*) OR ((custom* or pric* or bill*) w/5 compen*) waiv* OR rebat* OR refund* OR "pay* back") w/5 (limit* OR quota* OR max* OR lower* OR restrict*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Maxine Moreau	Scott Welch	Scott Welch	2,883	6,283	3,116	6,748	127			

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
((adjust* w/5 (pric* or bill*)) OR ((custom* or pric* or bill*) w/5 credit*) OR ((custom* or pric* or bill*) w/5 compen*) waiv* OR rebat* OR refund* OR "pay* back") w/5 (limit* OR quota* OR max* OR lower* OR restrict*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Marilyn Judish Rich Martinez Scott Welch	Jennifer Martin Scott Welch	2,808	5,997	3,062	6,564	219
decep*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	2,782	3,520	5,548	9,505	293
unwant*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Michael Wagner Stephanie Polk Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	2,749	4,240	5,785	9,755	288
(AT&T OR COMCAST OR "Time Warner" OR Altice OR Verizon OR Charter OR "Cable One" OR Cox OR "Consolidated Communications" OR Frontier OR TDS OR Mediacom OR Windstream OR Stealth) w/25 ((add* w/5 fee*) OR attrit* OR ARPU OR "average revenue per" OR (delta w/5 fee*))			1/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Kathy Victory Scott Treizse Linda Olsen			5,517	10,523			116
(bundl* OR (credit* w/5 tighten*)) AND (pivot* or ("initiate" or "initiating" or "initiated" or "new" or chang*) w/5 (strateg* or "plan" or "initiative"))			3/1/13 - 7/12/17						12,036	27,207			348

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
undisclos*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treitze Kim Frantz	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	2,657	3,377	4,993	7,456	287
overcharg*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	2,614	4,786	2,838	5,387	33
overcharg*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	2,614	4,786	4,255	9,517	157

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	2,605	4,700	3,047	5,795	204
overcharg*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17								
(call w/S (record* OR monitor*)) w/25 (train* or coach* or facilitator or destroy* or instruct* or educat* or destruct* or delet* or preserv* or eras* or "throw out" or retain*)			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	2,008	6,349			320

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
("call record*" OR "call monitor*" OR Q-FINITY OR QFINIT* OR OQM OR "order quality management") w/25 (compliance or comply or complies or "over bill*" or "over charg*" or "over pay" or over-pay or unauthoriz*) (monthly w/3 (call* or meet*)) OR "month-end" OR "end of month" OR "roundtable" OR "round table" OR "focus group" OR huddle* OR roundup OR "round up"			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	2,595	10,869	2,734	11,266	322
			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Linda Olsen Gloria Spencer			2,531	4,446	3,070	5,398	329
lying			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	2,470	4,075	2,791	4,528	23
lying			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	2,470	4,075	3,469	9,026	147

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
misquot*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	2,422	4,354	2,755	5,558	198
revenue w/5 protect*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM M	Scott Welch	2,256	5,016	2,550	5,859	132
retention w/5 rate			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Maxine Moreau Jantzen Hughes Kevin Ollin Dana Chase Brian Stading Lee Massey Lev Rejanovinsky Chris Young Gloria Spencer Kathy Flynn Linda Olsen Kathy Victory	Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM M	Scott Welch	2,234	4,921	2,802	6,253	131

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(consumer OR residential OR "small business" OR "small and medium business" OR SMB) and sales and ((employee or agent or repr*) w/10 disciplin* or punis* or "corrective action" or reprimand or grievance or terminat* or warn* or fire* or demot* or suspen* or "write up" or "written up" or "integrity group")						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch	16,890	42,727			312
(consumer OR residential OR "small business" OR "small and medium business" OR SMB) and sales and ((employee or agent or repr*) w/10 perft*)						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	18,722	47,250			314

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(consumer OR residential OR "small business" OR "small and medium business" OR SMB) and sales and ((employee or agent or repr*) w/10 train*)			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	9,541	24,625			313
(CPlus OR "c+" OR CRIS OR EINSTEIN OR IREP OR KPI OR "key performance indicator" OR ORKO OR "order quality management" OR "order accuracy report" OR OQM OR OSCAR OR PATS OR PEGA OR QBAT OR QFINIT* OR Q-FINIT* OR ROMS OR RSOE OR Salesforce OR SIMON) w/5 (train* or guide* or manual* or policy* or procedure* or script* or bulletin or huddle or coach*)			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Tarry Shuell Melissa Harris Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Tarry Shuell Scott Welch	26,810	54,413			327
(train* OR decept* OR decep* OR deffraud* OR fraud* OR ghosting OR "ghost bill" OR "lied" OR lying OR miscond* OR misled OR mislead* OR misquot* OR mis-quot* OR misrep* OR overbill* OR "over bill*" OR overcharg* OR "over charg*" OR "over-charge*" OR overpa* OR "over pay" OR over-pay OR slam* OR unapprov* OR unauthoriz* OR undisclos* OR unwant* OR upsell*) AND (adams OR "EA")			4/1/14 - 6/10/14			Clay Bailey Jim Schmidt Brian Stading			168	317			1

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(custom* or pric* or bill* w/5 compen*) w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Melissa Harris Mary Brewer Chris Martin Scott Welch Tarry Shuell	Scott Welch Tarry Shuell	709	1,594			192
(custom* or pric* or bill* w/5 credit*) w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Melissa Harris Mary Brewer Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	2,971	8,294			191

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
overbill*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	2,224	5,404	2,643	7,026	203
"lied"			8/1/15 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	2,175	3,289	4,507	7,875	271
overbill*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	2,175	5,884	2,511	6,727	32

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
overbill*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	2,175	5,884	3,486	10,291	156
("attorney* general*" or "AG" or heiser or hh or "FCC") w/10 (settl* or agree* or lawsuit)	("attorney* general*" or "AG" or heiser or hh or "FCC") w/25 (settl* or agree* or lawsuit)	("attorney* general*" or "AG" or heiser or hh or "FCC") w/15 (settl* or agree* or lawsuit)	1/1/16 - 7/12/17	1/1/16-10/10/17	1/1/16-10/10/17	Exec. Defendants Maxine Moreau Kathy Victory Kathy Flynn Linda Olsen Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Kristina Waugh Tony Davis Mark Molzen Kevin Ollin	Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM Michael Wagner Kathleen Hardy	Scott Welch Kathleen Hardy	2,038	3,223	3,253	5,231	252

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"broadband cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	1,844	3,816	3,632	6,248	176
decei* (Comply* OR compliance*) w/30 (overpa* OR "over pay" OR over-pay OR slam* OR unapprov* OR unauthoriz* OR undisclos* OR unwant* OR upsell*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,841	2,902	1,963	3,181	214
			1/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	David Cole			1,807	2,578	2,354	3,615	119
misquot*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	1,774	3,586	2,072	4,330	27

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	1,774	3,586	4,797	10,472	151
misquot*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17								
(Justif* or reason* or rationale or purpose) w/25 ("fine print" or "terms and conditions" or "access recovery charge" or "all in price" or "all-in-price" or "extended area service charge" or "federal access charge" or "fixed rate" or "non-telecom service surcharge" or "price for life" or "non telecom service surcharge" or "price protect**")			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch	11,661	24,196			234

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(justif* or reason* or rationale or purpose) w/5 (pric* or "fee" or "fees" or offer*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch	Jennifer Martin Scott Welch	16,388	33,481			233
(KGW OR news OR Montemayor) AND ("back alley tactics" OR "complaints spike as service expands" OR "best possible service" OR "take any complaint seriously" OR "follow routine billing process")			1/1/16 - 7/12/17			Exec. Defendants Kristina Waugh Tony Davis Mark Molzen			101	151			245
(lori w/2 swanson)			1/1/13 - 8/30/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			67	87			50
"internet cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	1,700	3,179	1,993	5,290	180

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
lying			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,692	2,721	3,891	6,987	272
(Heiser OR Heidi OR HH) w/50 (cram* OR decej* OR decep* OR defraud* OR fraud* OR integrity OR "lied" OR lying OR miscond* OR misled OR mislead* OR misquot* OR mis-quot* OR misrep* OR overbill* OR "over bill*" OR overcharg* OR "over charg*")			8/1/15 - 7/12/17	8/1/15 - 10/10/17	8/1/15 - 10/10/17	Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Marilyn Judish Rich Martinez		1,688	2,899	2,553	3,837	269
(polic* or manual* or guide* or procedure* or bulletin or train* or teach* or script* or facilitator) w/25 ("fine print" or "terms and conditions" or "access recovery charge" or "all in price" or "all-in-price" or "extended area service charge" or "federal access charge" or "fixed rate" or "non-telecom service surcharge" or "price for life" or "non telecom service surcharge" or "price protect*")			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch Tarry Shuell	25,754	45,453			236

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(polic* or manual* or guide* or procedure* or bulletin or train* or teach* or script* or facilitator) w/5 (pric* or "fee" or "fees" or offer*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch Tarry Shuell	37,319	63,189			235
(pric* or bill* w/5 adjust*) w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	2,064	6,255			190

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(resol* w/10 complaint) w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	1,076	2,267			187
decei*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martínez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,549	2,332	1,614	2,510	43
decei*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martínez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,549	2,332	2,131	4,986	167

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
overcharg* (spreadsheet or report or excel or summar* or analy*) w/5 (revenue or sale* or gross*)			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	1,520	2,560	3,237	6,314	282
"complying with applicable service quality standards and consumer protection rules"			3/1/13 - 7/12/17			Linda Olsen Gloria Spencer			2,433	4,125			330
"familiar with the Company's day-to-day operations"			1/1/13 - 7/12/17			David Cole			0	0			121
"solutions tailored to the needs"			1/1/13 - 7/12/17			David Cole			0	0			120
			1/1/13 - 7/12/17			Exec. Defendants			85	231			65
"star tribune" AND (lackluster OR "judicial intervention")			1/1/16 - 7/12/17			Exec. Defendants Kristina Waugh Tony Davis Mark Molzen							
"unauthorized switching to another telecommunications provider and unauthorized inclusion, or addition of services, commonly known as slamming and cramming"			1/1/13 - 7/12/17			David Cole			2	2			246
Bailey w/25 (hir* OR promot* OR depart* OR demot* OR resign* OR reassign* OR responsibilit* OR role OR position OR job OR function OR duty OR task* OR "Operational Transformation" OR "Transformation Office")			12/1/13 - 2/1/16			Clay Bailey Glen Post Maxine Moreau Scott Treizse			0	0			122
(Comply* OR compliance*) w/30 (lying OR miscond* OR misled OR mislead* OR misquot* OR mis-quot* OR misrep* OR overbill* OR "over bill*" OR overcharg* OR "over charg*" OR "over-charge**")			1/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	David Cole			8,195	10,876			344
			1/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			1,498	2,738	2,200	4,891	118
lawsuit			6/1/17 - 8/30/17	6/1/17-10/10/17	6/1/17-10/10/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Treizse Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young			1,298	1,995	1,728	2,692	19
"broadband cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Treizse Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	1,291	2,815	1,445	3,175	305

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
("AG" OR "Attorney* General*" OR "BBB" OR "CID" OR "civil investigative demand" OR "FCC" OR "federal communications commission" OR "FTC" OR "federal trade commission" OR regulator* OR "request for production" OR SEC OR "Securities Exchange" OR "Securities and exchange" OR subpoena* OR "the state" OR RFP) AND (discount* w/10 (didn* OR fail* OR missing))			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.COM Michael Wagner Kathleen Hardy	Kathleen Hardy	1,291	2,624	1,439	3,144	256
defraud*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,290	1,944	1,356	2,142	41
defraud*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,290	1,944	1,506	2,387	165

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
unapprov*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM " Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch Gloria Spencer	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	1,290	2,666	1,484	3,032	208
WF			6/1/17 - 8/30/17	6/1/17-10/10/17	6/1/17-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			1,287	1,409	1,865	2,185	21
"wells fargo"			6/1/17 - 8/30/17	6/1/17 - 10/10/17	6/1/17 - 10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			1,275	1,734	1,724	2,538	15
misquot*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	1,235	3,519	3,813	9,214	276

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	1,218	2,872	1,391	3,218	202
"order fallout"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-10/10/17								
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,206	1,723	1,292	1,867	196
misled			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17								

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order		
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian									
"broadband cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17		Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	1,179	2,504	1,344	2,879	228		
						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young									
"SOQ"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17		Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	1,155	2,078	2,076	8,450	316		

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
defraud*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	1,149	1,779	1,451	2,280	212
Zimmel AND (depart* OR resign* OR fir* OR termin* OR quit* OR leav* OR left OR "step down")			3/1/13 - 7/12/17	3/1/13-10/10/17	3/1/13-10/10/17	Exec. Defendants Tony Davis Kristina Waugh Mark Molzen			1,098	2,020	1,320	2,489	
unapprov*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.CO M " Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	1,073	3,429	2,128	6,271	286
overbill*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	1,060	2,771	2,720	7,145	281
unapprov*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.CO M " Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	1,057	2,239	1,167	2,464	37

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Ellie Long Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Stephanie Polk Rich Martinez Scott Welch Gloria Spencer	Jennifer Martin Kathleen Hardy Ellie Long Stephanie Polk Scott Welch Gloria Spencer	1,057	2,239	1,290	2,759	161
unapprov* Zimmel AND (governance OR transparency OR honest* OR dishonest* OR disingenuous OR fraud OR mislead* OR incomplete* OR inaccurate* OR misrepresent* OR mislea* OR material OR "Monroe directors" OR crim* OR illegal)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Tony Davis Kristina Waugh Mark Molzen			1,031	1,850	1,260	2,388	350
(Comply* OR compliance*) w/30 ("quality standard*" OR "service standard*" OR "unauthorized switching" OR "unauthorized inclusion" OR "consumer protection" OR cram* OR decei* OR decep* OR defraud* OR fraud* OR integrity OR "lied")*			1/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	David Cole			985	1,391	1,343	2,192	117
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	984	1,285	1,049	1,441	25
misled			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17								

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
misled			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	984	1,285	1,509	2,290	149
"internet cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	982	1,759	1,112	2,003	309
"order fallout"			1/1/13 - 8/30/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	967	2,264	1,307	3,050	31

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"order fallout"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	967	2,264	1,499	3,456	155
"internet cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	954	1,697	1,077	1,921	232

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"revenue recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M Michael Wagner Kathleen Hardy	Scott Welch Kathleen Hardy	950	2126	1,065	2,400	182
(Heiser OR Heidi OR HH) w/50 ("over-charge" OR overpay* OR "over pay" OR over-pay OR slam* OR "town-hall" OR "town hall" OR unapprove* OR unauthoriz* OR undisclose* OR unwanted* OR upsell* OR "didn't disclose" OR "did not disclose" OR "Wells Fargo" OR whistle*)			8/1/15 - 7/12/17	8/1/15 - 10/10/17	8/1/15 - 10/10/17	Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Marilyn Judish Rich Martinez		936	1,736	1,614	2,538	
decei*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	905	1,327	1,936	3,468	292

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BRR			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	774	1,791	881	1,959	175
"class action"			6/1/17 - 8/30/17	6/1/17 - 10/10/17	6/1/17 - 10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			721	1,357	992	1,804	13
"class-action"			6/1/17 - 8/30/17	6/1/17 - 10/10/17	6/1/17 - 10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			721	1,357	992	1,804	14
discount* w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Melissa Harris Mary Brewer Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	7,617	16,369			184
Douglas w/25 (hir* OR promot* OR réassign* OR (chang* w/5 (role OR position)) OR "senior leadership team" OR promot* OR depart* OR leav* OR left OR "step down" OR termina* OR fire* OR resign* OR quit*)			1/1/16 - 7/31/17			Exec. Defendants Tony Davis Kristina Waugh Mark Molzen			12,917	16,306			341

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
lien and (Post w/25 (succeeded OR successor * OR resign* OR retir* OR "step down" OR left OR leav* OR depart* OR fire OR fired OR "January 1, 2019" OR "May 23, 2018" OR ((following OR clos* OR after) w/5 (L3 OR Level3 OR "Level 3")) OR (chang* w/2 date)))			10/31/16 - 6/1/18			Exec. Defendants Tony Davis Kristina Waugh Mark Molzen			6,008	9,008			343
defraud*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treize Kim Frantz	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	669	1,077	1,500	2,416	290
"order fallout"			8/1/15 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treize Kim Frantz	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	664	1,532	1,167	2,793	280
(CAG or "customer advocacy group" or "consumer advocacy group" or CEG or "consumer escalation group" or "customer escalation group") w/25 (bundi* or "combo bill*" or inaccur* or disclos* or "door-to-door" or fraud* or "gap fill*" or "rev* gap")			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer Michael Wagner Kathleen Hardy INTEGRITYLINE@CENTURYLINK.COM	Kathleen Hardy	649	1,372	749	1,540	264
(disciplin* or punis* or "corrective action" or reprimand or grievance or terminat* or warn* or fire* or demot* or suspen* or "write up" or "written up" or "integrity group") w/10 (sale* or perf*)	(disciplin* or punis* or "corrective action" or reprimand or grievance or terminat* or warn* or fire* or demot* or suspen* or "write up" or "written up" or "integrity group") w/25 (sale* or perf*)	(disciplin* or punis* or "corrective action" or reprimand or grievance or terminat* or warn* or fire* or demot* or suspen* or "write up" or "written up" or "integrity group") w/25 (sale* or perf*)	3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Linda Olsen Gloria Spencer			623	1,451	1,243	2,563	331
ICR			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Melissa Harris Mary Brewer Chris Martin Scott Welch	Scott Welch	621	1,352	660	1,449	178

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"revenue protect**"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M Michael Wagner Kathleen Hardy	Jennifer Martin Scott Welch Kathleen Hardy	611	1,436	670	1,576	217
ICR			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Dets. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	596	1,238	649	1,683	307
((sales w/5 employee*) or ("customer care" w/5 employee*) or ("customer service" w/5 employee*) or (retention w/5 employee*) or (sales w/5 agent*) or (customer w/5 agent*) or (customer w/5 rep*) or (NOHD w/5 employee*) or (NOHD w/5 agent*)) w/10 (eval*)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Faith Barela Eleanor Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Maxine Moreau	Leigh Hyslop Robert Eaton Robert Morton Nekida Williams Marilyn Judish Rich Martinez	Leigh Hyslop Robert Eaton Robert Morton	584	1,931	622	2,014	125

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BRR			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Treizise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Melissa Harris Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	570	1,543	467	868	302
misled			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizise Kim Frantz	Chris Martin Dennis Long Jennifer Martin Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Jennifer Martin Ellie Long Gloria Spencer Kathleen Hardy Scott Welch Stephanie Polk	570	987	1,293	2,201	274
ICR			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Melissa Harris Chris Martin Scott Welch	Jennifer Martin Scott Welch	564	1,162	602	1,258	230

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BRF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	536	1,214	545	1,239	301
("Securities and Exchange" OR "Securities & Exchange" OR "SEC")			8/11/15 - 9/22/15	1/1/13-10/10/17	8/11/15 - 10/11/15	David Cole Felisa Bullock Kevin Grewe Lantzen Hughes Maxine Moreau Chris Young			532	685	1,059	1,431	345
BRF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heldi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	516	1,060	525	1,085	224

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BRF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	503	1,111	512	1,136	174
"revenue protection"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Michael Wagner Kathleen Hardy	Scott Welch Kathleen Hardy	495	1091	549	1,225	181

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BBCR			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	467	868	467	868	298
BBCR			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	464	826	476	857	171
(CAG or "customer advocacy group" or "consumer advocacy group" or CEG or "consumer escalation group" or "customer escalation group") w/25 ("fine print" or "terms and conditions" or "activation charge" or "access recovery charge" or "all-in price" or "all in price")			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer Michael Wagner Kathleen Hardy INTEGRITYLINE@CENTURYLINK.COM	Kathleen Hardy	460	814	511	1,143	266

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BRR			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	456	1,298	540	1,441	225
"Ghost-bill**"			3/1/13 - 7/12/17	1/1/13-10/1/17	1/1/13-10/1/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer Michael Wagner Kathleen Hardy	Kathleen Hardy	428	1,339	465	1,400	262
BBCR			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	402	728	414	759	221
bloomberg w/5 (article or story or report* or invest*)			6/1/17 - 8/30/17	6/1/17-10/10/17	6/1/17-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			392	453	509	639	11

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"over-charge"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	322	865	329	878	205
"over-charge"			1/1/13 - 8/30/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	285	778	341	899	34
"over-charge"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	285	778	515	2,608	158

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(Arizona or "AZ") w/10 (discontin* or "assurance" or settl*)			1/1/16 - 7/12/17	1/1/16 - 10/10/17	1/1/16 - 10/10/17	Exec. Defendants Maxine Moreau Kathy Victory Kathy Flynn Linda Olsen Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Kristina Waugh Tony Davis Mark Molzen Kevin Ollin	Julie Von Ruden Chris Martin Scott Welch	Scott Welch	242	435	301	544	254
"assurance of discontinuance" or "AOD"			1/1/16 - 7/12/17	1/1/16-10/10/17	1/1/16-10/10/17	Exec. Defendants Maxine Moreau Kathy Victory Kathy Flynn Linda Olsen Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Kristina Waugh Tony Davis Mark Molzen Kevin Ollin	Julie Von Ruden Chris Martin Scott Welch	Scott Welch	225	306	233	328	253
whistle*			6/1/17 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	INTEGRITYLINE@CENTURYLINK.CO M		221	344	3,833	5,600	12

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
mis-quot*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	180	321	192	335	199
Heiser			6/1/17 - 8/30/17	1/1/17-10/10/17	1/1/17-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			155	211	312	532	18
"consent order"			1/1/16 - 7/12/17	1/1/16 - 10/10/17	1/1/16 - 10/10/17	Exec. Defendants Maxine Moreau Kathy Victory Kathy Flynn Linda Olsen Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Kristina Waugh Tony Davis Mark Molzen Kevin Ollin	Julie Von Ruden Chris Martin Scott Welch	Scott Welch	124	228	129	237	251

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
mis-quot*			1/1/13 - 8/30/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	121	210	136	240	28
mis-quot*			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch Stephanie Polk	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	121	210	754	1,511	152
"over-charg"			8/1/15 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizse Kim Frantz	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	85	259	396	1,119	283

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
ICRF			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Christopher Parker Julie Von Ruden Melissa Harris Mary Brewer Chris Martin Scott Welch	Scott Welch	85	201	85	201	179
("call record*" OR "call monitor*" OR Q-FINITY OR QFINIT* OR OQM OR "order quality management") w/25 ((disclos* OR represent* OR reveal* OR shar*) w/5 (didn* OR fail* OR weren* OR incomplete* OR "not complet**"))			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch	82	378	82	378	323
Morningstar AND "similar overbilling practices"			1/1/16 - 7/12/17			Exec. Defendants Kristina Waugh Tony Davis Mark Molzen			0	0			248
mis-quot*			8/1/15 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treizise Kim Frantz	Chris Martin Dennis Long Ellie Long Gloria Spencer INTEGRITYLINE@CENTURYLINK.CO M Jennifer Martin Julie Von Ruden Kathleen Hardy Marilyn Judish Mary Brewer Melissa Harris Michael Wagner Rich Martinez Scott Welch	Ellie Long Gloria Spencer Jennifer Martin Kathleen Hardy Mary Brewer Scott Welch Stephanie Polk	78	151	231	501	277

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
("AG" OR "Attorney* General*" OR "BBB" OR "CID" OR "civil investigative demand" OR "FCC" OR "federal communications commission" OR "FTC" OR "federal trade commission" OR regulator* OR "request for production" OR SEC OR "Securities Exchange" OR "Securities and exchange" OR subpoena* OR "the state" OR RFP) AND (impossible w/5 (quote* OR offer* OR pric*))			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.CO M Michael Wagner Kathleen Hardy	Kathleen Hardy	73	250	82	266	257
"law suit"			6/1/17 - 8/30/17	6/1/17 - 10/10/17	6/1/17 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			63	69	74	106	20
(complain* OR escalat* OR concern* OR hotline OR hot-line OR "message board" OR NOHD OR "national order help desk" OR tipline OR tip-line OR "town hall" OR roundtable OR round-table) w/25 ("extended area service charge" or "federal access charge" or "fixed rate")			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch Michael Wagner Kathleen Hardy INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Kathleen Hardy	59	118	64	127	145
"BB cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	58	185	69	202	170

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(disclos* or inaccur* OR miscommunicat*) w/25 (ORKO or PCE or ROMS or IREP)			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch	48	137	89	225	242
"BB cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Dets. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	41	65	43	69	304

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BBCF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heldi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	38	64	39	65	172
BBCF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heldi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	38	64	39	65	222

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
BBCF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosaling Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	38	64	39	65	299
"BB cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heldi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosaling Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	28	39	34	51	227
"without that customer's authorization"			1/1/13 - 8/30/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			25	52	28	58	51
Puckett w/25 (((chang* OR "new") w/10 (role OR position OR title)) OR promot* OR depart* OR terminat* OR resign* OR fire* OR quit* OR leav* OR left OR "step* down")			10/1/14 - 6/30/15			Exec. Defendants Tony Davis Kristina Waugh Mark Molzen			2,305	3,984			342

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
rebat* w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Mary Brewer Julie Von Ruden Melissa Harris Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	458	978			189
refund* w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Melissa Harris Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	6,455	15,531			185

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
reimburs* w/5 (goal* OR polic* OR procedur* OR process* OR rule* OR target* OR review* OR eval* OR summar* OR anal* OR train* OR coach* OR script* OR eval*)			3/1/13 - 7/12/17			Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Melissa Harris Chris Martin Scott Welch Tarry Shuell INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch Tarry Shuell	3,147	7,307			188
"without that customer's authorization"			1/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants			25	52	26	54	101
(analyst OR report* OR article OR media OR press OR publication OR news OR television OR broadcast OR radio OR UBS OR "JP Morgan" OR JPMorgan OR Barclay* OR Morningstar OR KGW OR K5 OR Kings OR Fox 31 OR KDVR OR "Star Tribune") w/25 ((I agree OR approv* OR ask* OR authoriz* OR confirm* OR consent OR want*) w/5 (didn* OR fail* OR weren*) w/25 (CTL or CenturyLink*))			1/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kristina Waugh Tony Davis Mark Molzen			25	25	171	564	250
scorecard* w/5 (stat* OR chang* OR adjust* OR amend* OR modif* OR update* OR revis* OR improv* OR institut* OR alter* OR differ* OR new OR novel OR adjust* OR adapt* OR reshap* OR redo* OR rollout OR "roll-out" OR unveil* OR undo* OR revert* OR reversion OR "go back" OR return* OR unwind* OR abandon* OR "give up" OR dump* OR ditch* OR withdraw* OR jettison* OR cancel* OR anal* OR frequen*)			3/1/13 - 7/12/17			Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Scott Welch	7,701	16,930			328
("AG" OR "Attorney* General*" OR "BBB" OR "CID" OR "civil investigative demand" OR "FCC" OR "federal communications commission" OR "FTC" OR "federal trade commission" OR regulator* OR "request for production" OR SEC OR "Securities Exchange" OR "Securities and exchange" OR subpoena* OR "the state" OR RFP) AND (rate w/3 exist)			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer INTEGRITYLINE@CENTURYLINK.CO M Michael Wagner Kathleen Hardy	Kathleen Hardy	24	132	26	144	259

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"missing discount"			8/1/15 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec Defs. Heidi Heiser Denise Medina Faith Barela Felisa Bullock Kathy Flynn Michelle Martin Kevin Grewe Mark Moltzen Annette Sligar Scott Treize Kim Frantz	Jennifer Martin Chris Martin Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Marilyn Judish Mary Brewer Melissa Harris Rich Martinez Scott Welch Stephanie Polk	Ellie Long Jennifer Martin Gloria Spencer Scott Welch Stephanie Polk	22	85	55	632	279
"missing discount"			1/1/13 - 8/30/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Jennifer Martin Chris Martin Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Marilyn Judish Mary Brewer Melissa Harris Rich Martinez Scott Welch Stephanie Polk	Ellie Long Jennifer Martin Gloria Spencer Scott Welch Stephanie Polk	21	433	21	433	30
"missing discount"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Ellie Long Jennifer Martin Chris Martin Gloria Spencer INTEGRITYLINE@CENTURYLINK.COM Julie Von Ruden Marilyn Judish Mary Brewer Melissa Harris Rich Martinez Scott Welch Stephanie Polk	Ellie Long Jennifer Martin Gloria Spencer Scott Welch Stephanie Polk	21	433	252	2,683	154
(analyst OR report* OR article OR media OR press OR publication OR news OR television OR broadcast OR radio OR UBS OR "JP Morgan" OR JPMorgan OR Barclay* OR Morningstar OR KGW OR K5 OR King5 OR Fox 31 OR KDVR OR "Star Tribune") w/25 (((disclos* OR represent* OR reveal* OR shar*) w/5 (didn* OR fail* OR weren* OR incomplete* OR "not complet**")) w/25 (CTL or CenturyLink*))			1/1/16 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kristina Waugh Tony Davis Mark Molzen			19	28	161	392	249

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
ICRF			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Christopher Parker Julie Von Ruden Melissa Harris Mary Brewer Chris Martin Scott Welch	Scott Welch	12	24	12	24	231
ICRF			3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17	Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Dennis Long Christopher Parker Julie Von Ruden Melissa Harris Mary Brewer Chris Martin Scott Welch	Scott Welch	12	24	12	24	308

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
"closer offer fallout"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth	Dennis Long Julie Von Ruden Mary Brewer Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.COM	Scott Welch	11	17	11	17	169
"fake account"			6/1/17 - 8/30/17	6/1/17 - 10/10/17	6/1/17 - 10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	INTEGRITYLINE@CENTURYLINK.COM		11	13	16	18	16
"fake-account"			6/1/17 - 8/30/17	6/1/17 - 10/10/17	6/1/17 - 10/10/17	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	INTEGRITYLINE@CENTURYLINK.COM		11	13	16	18	17
"closer offer fallout"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Julie Von Ruden Melissa Harris Marilyn Judish Rich Martínez Chris Martín Scott Welch INTEGRITYLINE@CENTURYLINK.COM	Scott Welch	10	16	10	16	226

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth							
"closer offer fallout"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Chris Young	Julie Von Ruden Melissa Harris Marilyn Judish Rich Martinez Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO	M	10	16	10	16	303
"misstate facts"			1/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants		Scott Welch	5	13	6	15	100
						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth							
BCRF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Chris Young	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	5	13	5	13	300

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth							
"broad band cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17		Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	4	10	4	10	177
Clemen AND ("best quality experience" OR "better business bureau" OR BBB)			1/1/16 - 7/12/17	1/1/16-10/10/17	1/1/16-10/10/17	Exec. Defendants Kristina Waugh Tony Davis Mark Molzen			4	7	6	13	244
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Scott Belka Felisa Bullock Susan McKown Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth							
BCRF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17		Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	3	11	3	11	173

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BCRF			3/1/13 - 7/12/17	1/3/13-7/12/17	1/3/13-7/12/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	3	11	3	11	223
"Ghostbill"	Ghostbill* OR "Ghost Bill"	Ghostbill* OR "Ghost Bill"	3/1/13 - 7/12/17	1/1/13-10/1/17	1/1/13-10/1/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer Michael Wagner Kathleen Hardy	Kathleen Hardy	1	1	12	28	263
(CAG or "customer advocacy group" or "consumer advocacy group" or CEG or "consumer escalation group" or "customer escalation group") w/25 ("extended area service charge" or "federal access charge" or "fixed rate")			3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Victory Linda Olsen Kathy Flynn Scott Belka Felisa Bullock Susan McKown Maxine Moreau	Dennis Long Mary Brewer Michael Wagner Kathleen Hardy INTEGRITYLINE@CENTURYLINK.COM	Kathleen Hardy	1	1	1	1	267
"broad band cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	0	0	0	0	229

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Kim Frantz Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Dennis Long Jennifer Martin Marilyn Judish Chris Martin Christopher Parker Julie Von Ruden Mary Brewer Melissa Harris Rich Martinez Scott Welch	Jennifer Martin Scott Welch	0	0	0	0	306
"broad band cost recovery"			3/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants			0	0	0	0	306
"expressly denies these allegations"	((deny* OR denies) w/5 allegation*)	((deny* OR denies) w/5 allegation*)	1/1/13 - 7/12/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17	Exec. Defendants			0	0	123	197	108
						Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen							
"news conference to communicate her concerns"			1/1/13 - 8/30/17	1/1/13 - 10/10/17	1/1/13 - 10/10/17				0	0	0	0	49
						Exec Defs. Kathy Victory Linda Olsen Kathy Flynn Maxine Moreau Faith Barela Ellie Long Michelle Martin Annette Sligar Scott Trezise Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young	Julie Von Ruden Marilyn Judish Rich Martinez Chris Martin Scott Welch	Scott Welch	0	0	25	116	321
("call record*" OR "call monitor*" OR Q-FINITY OR QFINIT* OR OQM OR "order quality management") w/25 (accus* or ((agree OR approv* OR ask* OR autoriz* OR confirm* OR consent OR want*) w/5 (didn* OR fail* OR weren*)))		("call record*" OR "call monitor*" OR Q-FINITY OR QFINIT* OR OQM OR "order quality management") w/25 (accus*) ("call record*" OR "call monitor*" OR Q-FINITY OR QFINIT* OR OQM OR "order quality management") AND ((agree OR approv* OR ask* OR autoriz* OR confirm* OR consent OR want*) w/5 (didn* OR fail* OR weren*)))	3/1/13 - 7/12/17	1/1/13-7/12/17	1/1/13-7/12/17				0	0	25	116	321

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
(disclos* or inaccur* OR miscommunicat*) w/25 ("optional service")	(disclos* or inaccur* OR miscommunicat*) w/25 (service)	(disclos* or inaccur* OR miscommunicat*) w/25 (service)	3/1/13 - 7/12/17	1/1/13-10/10/17	1/1/13-10/10/17	Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch INTEGRITYLINE@CENTURYLINK.CO M	Jennifer Martin Scott Welch	0	0	13,200	29,540	241
			3/1/13 - 7/12/17	1/1/13-10/10/17		Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch	Jennifer Martin Scott Welch					220

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
						Exec. Defendants Kathy Flynn Linda Olsen Kathy Victory Maxine Moreau Eric Adams Jim Schmidt Heidi Heiser Denise Medina Dana Chase Robert Eaton Kevin Grewe Rosalind Hartmann Leigh Hyslop Karen Kroeger Todd Large Lee Massey Robert Morton Cody Peterson Lev Rejanovinsky Sayara Rivera Brian Stading James Stevenson Nathan Tyree Nekida Williams Ryan Wirth Chris Young Vernon Irvin Leah Nicole Hendrix Lorna Christian	Jennifer Martin Julie Von Ruden Chris Martin Scott Welch	Jennifer Martin Scott Welch					238
	Callback OR "call back"	Proposed search term is overbroad and unduly burdensome		1/1/13-10/10/17	1/1/13-10/10/17		Annette Sligar Brian Stading Chris Martin Chris Young Cody Peterson Dana Chase Denise Medina Dennis Long Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser James Stevenson Janet Washam JANTZEN@CENTURYLINK.COM M James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Julie Von Ruden Karen Kroeger Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh	Annette Sligar Brian Stading Chris Young Cody Peterson Dana Chase Denise Medina Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Karen Kroeger Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh Leah Nicole Hendrix Lee Massey Leigh Hyslop Lev Rejanovinsky Linda Olsen					

Original Term	Plaintiffs' Proposed Term	Defendants' Response to Proposed Term	Defendants' Original Proposed Date Range	Plaintiffs' Proposed Date Range	Defendants' Response to Plaintiffs' Proposed Date Range	Defendants' Original Proposed Custodians	Plaintiffs' Proposed Additional Custodians	Defendants' Response to Proposed Additional Custodians	Original Hits	Original Hits with Families	New Hits	New Hits with Families	Original Sort Order
							Annette Sligar Brian Stading Chris Martin Chris Young Cody Peterson Dana Chase Denise Medina Dennis Long Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser INTEGRITYLINE@CENTURYLINK.COM M James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Julie Von Ruden Karen Kroeger Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh	Annette Sligar Brian Stading Chris Young Cody Peterson Dana Chase Denise Medina Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh Leah Nicole Hendrix Lee Massey Leigh Hyslop Lev Rejanovinsky Linda Olsen					
	kowtow OR "kow tow"	kowtow OR "kow tow"		1/1/13-10/10/17	1/1/13-10/10/17		Annette Sligar Brian Stading Chris Martin Chris Young Cody Peterson Dana Chase Denise Medina Dennis Long Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser INTEGRITYLINE@CENTURYLINK.COM M James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Julie Von Ruden Karen Kroeger Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh	Annette Sligar Brian Stading Chris Young Cody Peterson Dana Chase Denise Medina Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh Leah Nicole Hendrix Lee Massey Leigh Hyslop Lev Rejanovinsky Linda Olsen			12	12	
	fraud	Proposed search term is duplicative of various other searches with word "fraud"		1/1/13-10/10/17	1/1/13-10/10/17		Annette Sligar Brian Stading Chris Martin Chris Young Cody Peterson Dana Chase Denise Medina Dennis Long Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser INTEGRITYLINE@CENTURYLINK.COM M James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Julie Von Ruden Karen Kroeger Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh	Annette Sligar Brian Stading Chris Young Cody Peterson Dana Chase Denise Medina Eric Adams Exec. Defendants Faith Barela Felisa Bullock Gena Carson Heidi Heiser James Stevenson Janet Washam Jantzen Hughes Jennifer Martin Jim Schmidt Kathleen Hardy Kathy Flynn Kathy Victory Kevin Grewe Kevin Ollin Kim Frantz Kristina Waugh Leah Nicole Hendrix Lee Massey Leigh Hyslop Lev Rejanovinsky Linda Olsen					
	((investor* w/5 (relations OR personnel OR communications)) OR PR OR "public relations" OR "Joele Frank" OR JF OR @joelefrank.com) w/30 (share OR stock OR CTL*)	investor* w/5 (relations OR personnel OR communications) PR "public relations" "Joele Frank" JF joelefrank*		6/1/17-10/10/17	6/1/17-10/10/17		Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen	Kathy Flynn Linda Olsen Kathy Victory Jantzen Hughes Kevin Ollin Tony Davis Kristina Waugh Mark Molzen			2,363 3,191 451 103 115 40	4,127 4,839 801 137 227 66	